TO2007 J4S0650

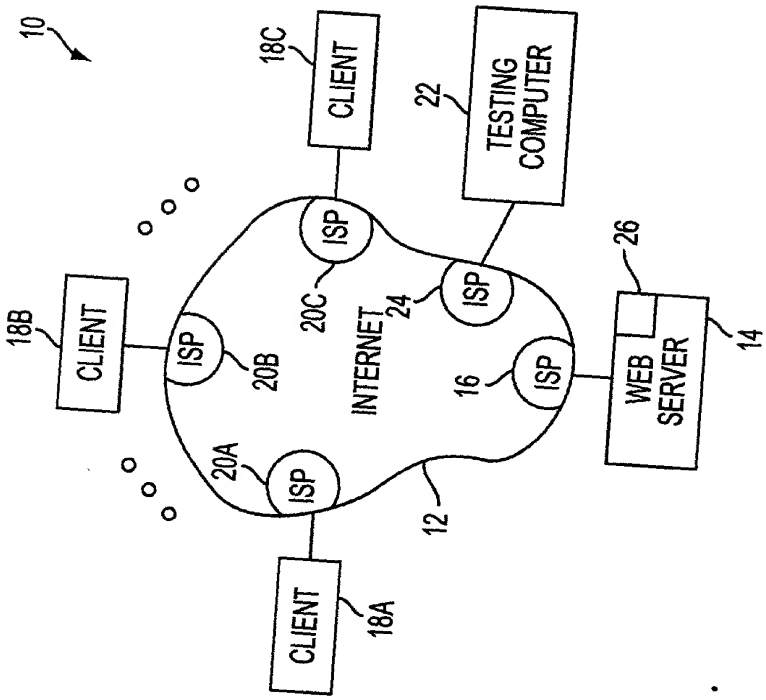

FIG. 1

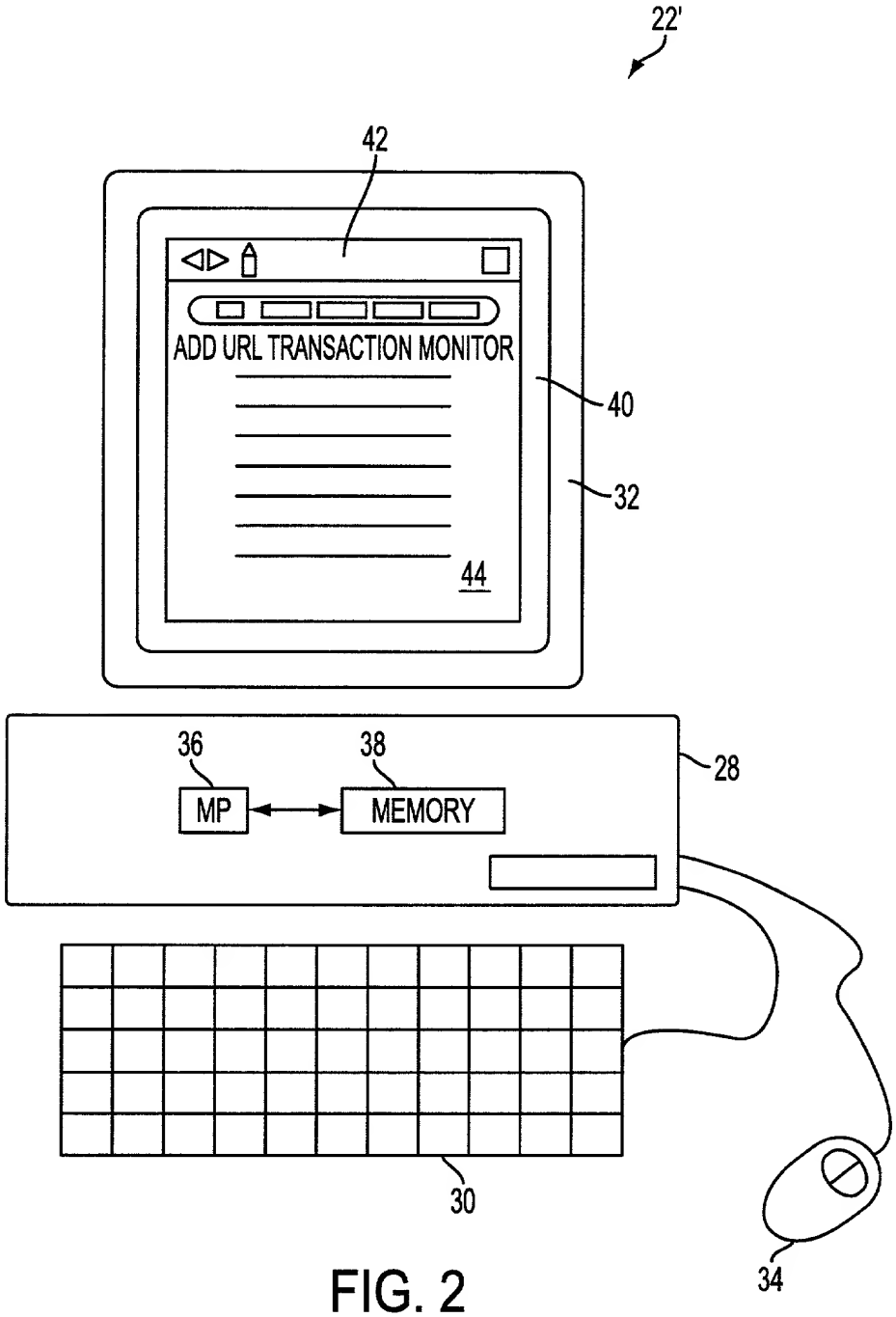
22'
42
ADD URL TRANSACTION MONITOR
40
32
44
36
38
MP
MEMORY
28
30
34

FIG. 2

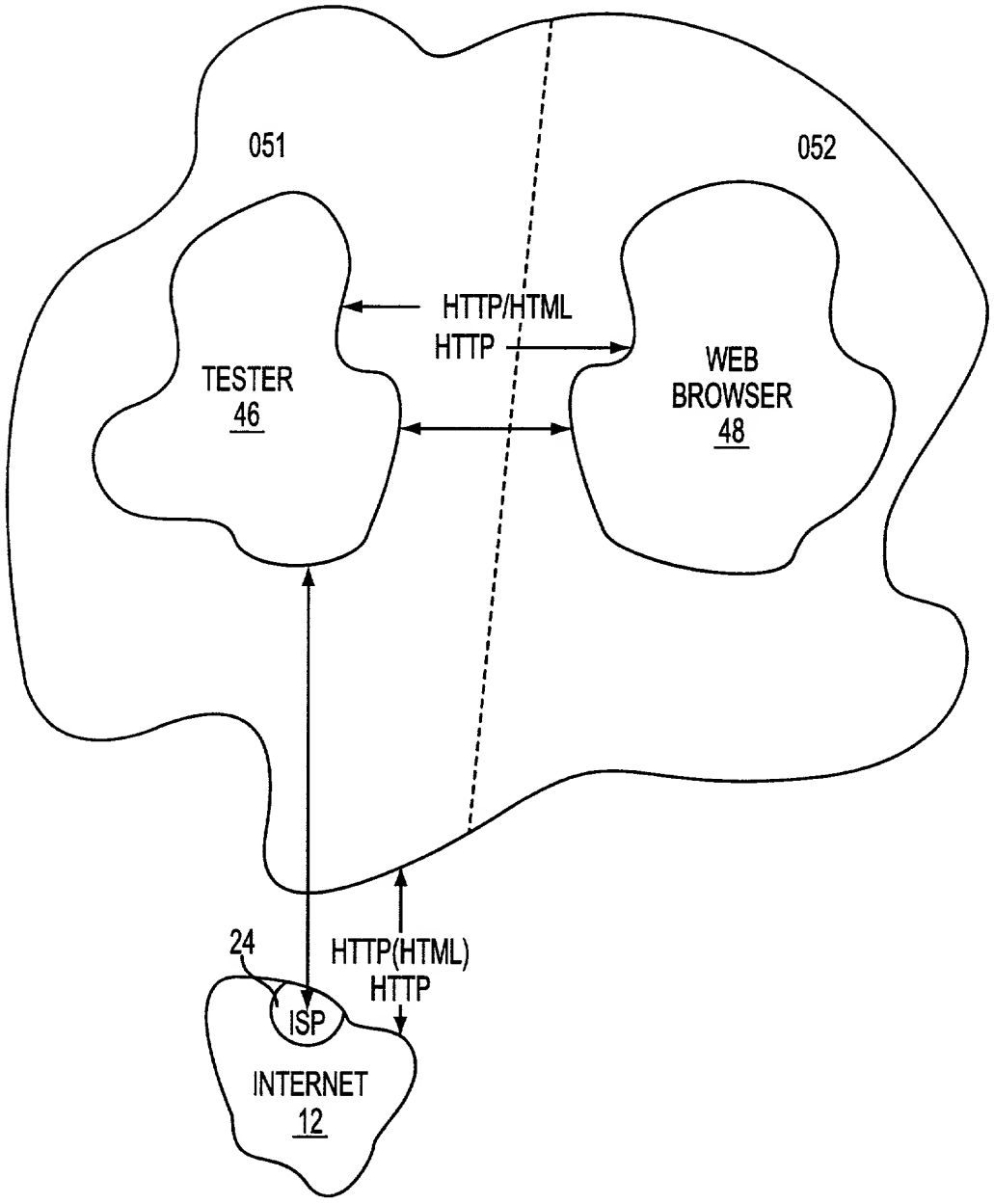
051
052
HTTP/HTML
HTTP
TESTER
46
WEB
BROWSER
48
24
HTTP(HTML)
HTTP
ISP
INTERNET
12

FIG. 2A

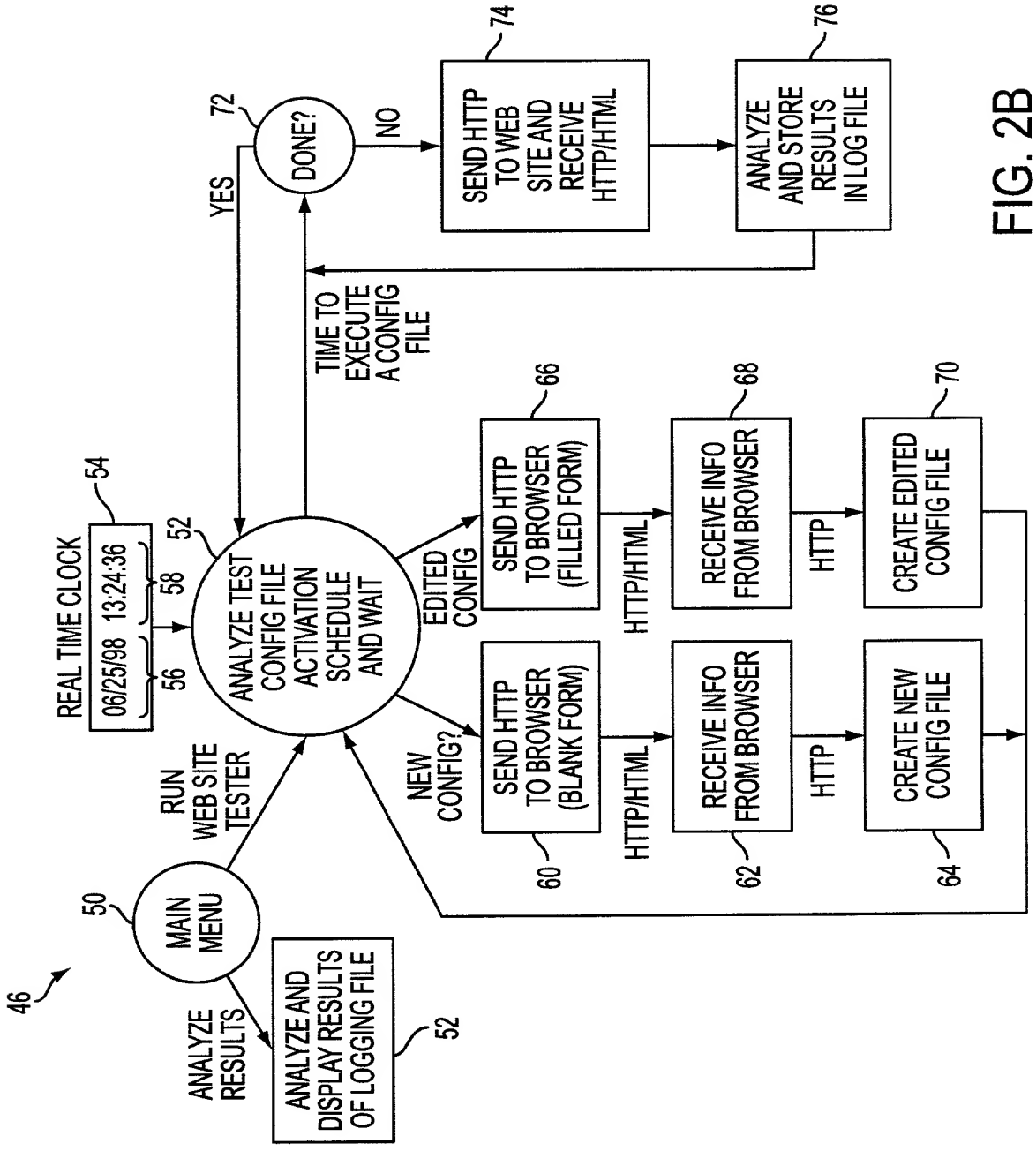
46
MAIN MENU
50
RUN WEB SITE TESTER
ANALYZE RESULTS
ANALYZE AND DISPLAY RESULTS OF LOGGING FILE
52
REAL TIME CLOCK
06/25/98 13:24:36
54
56
58
ANALYZE TEST CONFIG FILE ACTIVATION SCHEDULE AND WAIT
NEW CONFIG?
EDITED CONFIG
SEND HTTP TO BROWSER (BLANK FORM)
60
SEND HTTP TO BROWSER (FILLED FORM)
66
HTTP/HTML
HTTP/HTML
RECEIVE INFO FROM BROWSER
62
RECEIVE INFO FROM BROWSER
68
HTTP
HTTP
CREATE NEW CONFIG FILE
64
CREATE EDITED CONFIG FILE
70
TIME TO EXECUTE A CONFIG FILE
YES
DONE?
72
NO
SEND HTTP TO WEB SITE AND RECEIVE HTTP/HTML
74
ANALYZE AND STORE RESULTS IN LOG FILE
76

FIG. 2B

f r e s h w a t e r s o f t w a r e

download | order | products | support | search | about us

Is your business-critical web site up right now?

How do you know?

If you had SiteScope and SiteSeer, not only would you know if your web site was up, you would be confident that you would be notified immediately if a problem did occur. SiteScope allows you to monitor everything from memory and disk space usage to URL and service availability. Error notification is available via e-mail, pager, and SNMP traps. SiteScope can also run recovery scripts to correct common problems. The SiteSeer service monitors your site remotely, letting you know of problems your visitors are experiencing, but you're unaware of. Together, SiteScope and SiteSeer help ensure that your site is up and running smoothly 24 hours a day, 7 days a week.

SiteScope Software

Version 3.0 Available Now!

- 24 hour monitoring of web pages, forms, servers, and more...
- Immediate error notification via e-mail, pager, or SNMP trap
- Escalation of notification
- Automatic error recovery
- Ability to integrate with enterprise solutions

Review SiteScope 3.0's release notes!

try it | buy it | more info

SiteSeer Service

E-commerce Transaction Testing Available!

- Remote web site monitoring 24 hours a day
- Support for secure URLs
- Verification of password protected pages
- String matching on both page content and error messages

try it | buy it | more info

Fresh News...

▶**PCToday raves** about SiteScope in the work place in its February issue. Full Story

▶**DIGEX chooses SiteScope** to monitor the world's largest dedicated server web site management facilities. Full Story

▶SiteScope receives a **Five Palm Tree rating** from Beverly Hills Software. Full Story

"They've found an important niche from a web server administrator perspective... It's expandable and customizable; **it's a fantastic product.**"
-- Brad Hogan, Newbridge Networks. More customer quotes

HOME | ORDER | PRODUCTS | SUPPORT | SEARCH | ABOUT US

80

visit us at www.freshtech.com
Freshwater Software™

82

78

Contact Us

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FIG. 3A

Freshwater Software

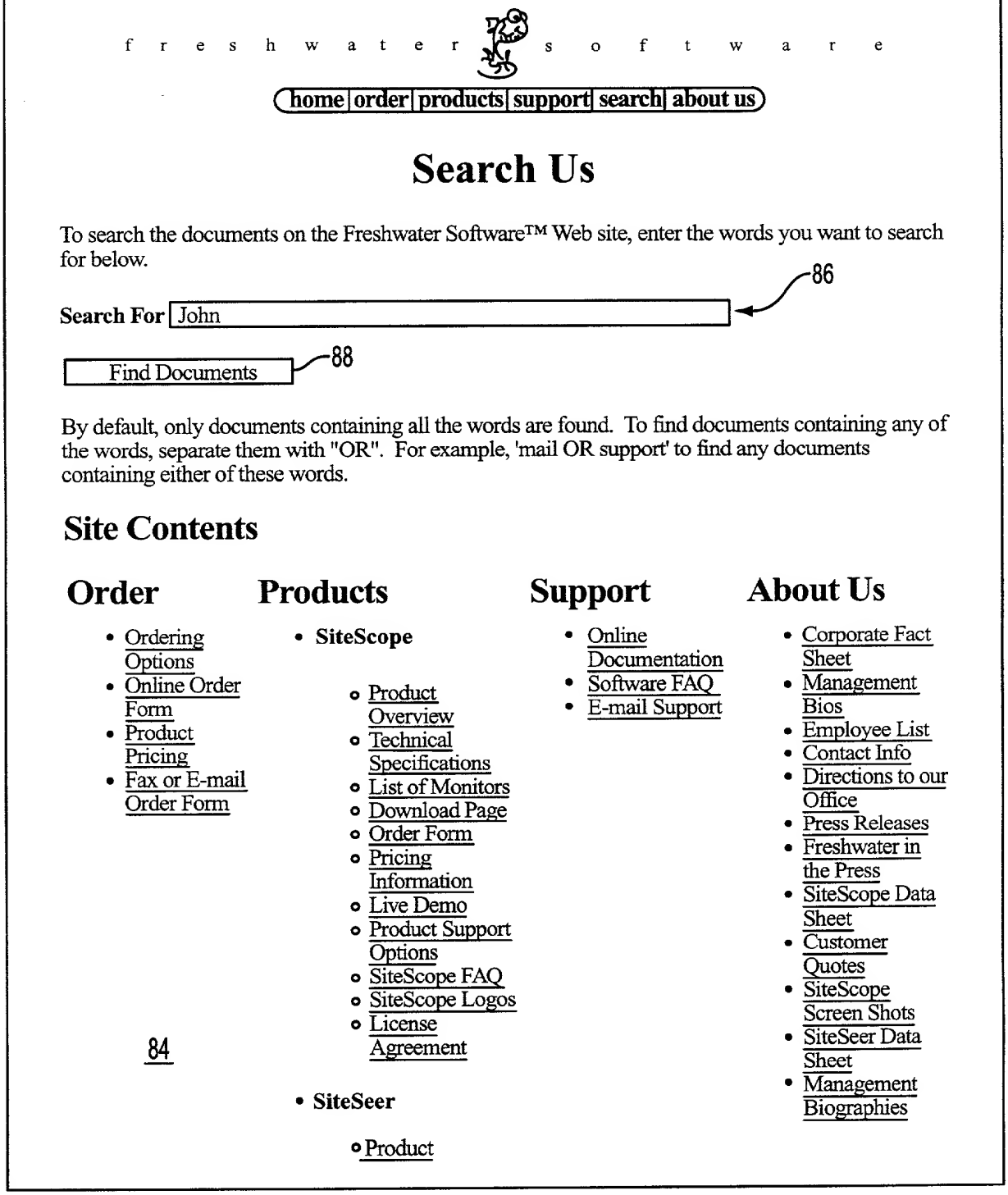

FIG. 3B

Express Mail Label No. EL 929 755 155 US

f r e s h w a t e r s o f t w a r e

home | order | products | support | search | about us

Search Results

Searching for: John

- *Who We Are (Thu 5 Feb 98)*
  "john" 5 (John)
- *SiteScopeFAQ (Wed 3 Jun 98)*
  "john" 4 (John)
- *Freshwater Software Contact Information (Thu 5 Feb 98)*
  "john" 3 (John)
- *Chief Technical Officer (Tue 26 May 98)*
  "john" 2 (John)
- *Escalation Rules (Fri 9 Jan 98)*
  "john" 2 (John)
- *DIGEX Selects Freshwater Software s SiteScope to Enhance Reliability for its Web Site Management Customers (Thu 5 Feb 98)*
  "john" 1 (John)
- *MANAGEMENT BIOGRAPHIES (Thu 5 Feb 98)*
  "john" 1 (John)
- *Freshwater Software™ Press Release (Fri 30 May 97)*
  "john" 1 (John)
- *THE FRESHWATER SOFTWARE PRESS ROOM (Thu 5 Feb 98)*
  "john" 1 (John)
- *Freshwater Software™ Press Release (Thu 5 Feb 98)*
  "john" 1 (John)

HOME | ORDER | PRODUCTS | SUPPORT | SEARCH | ABOUT US

visit us at www.freshtech.com

90

Freshwater Software™

Contact Us

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This searchable archive was implemented with the ICE search engine

FIG. 3C

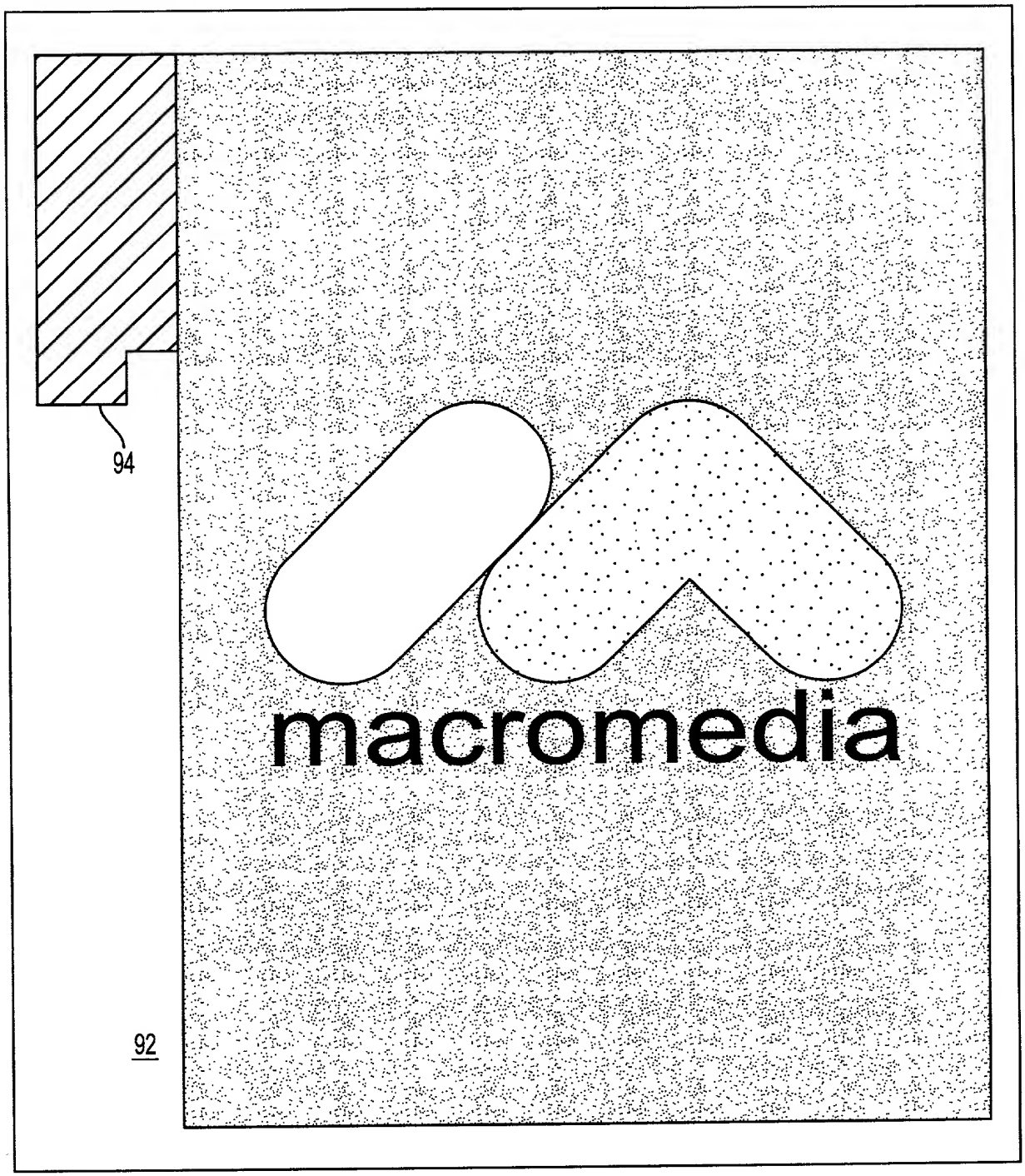

FIG. 3D

Page 9 of 38

FIG. 3E

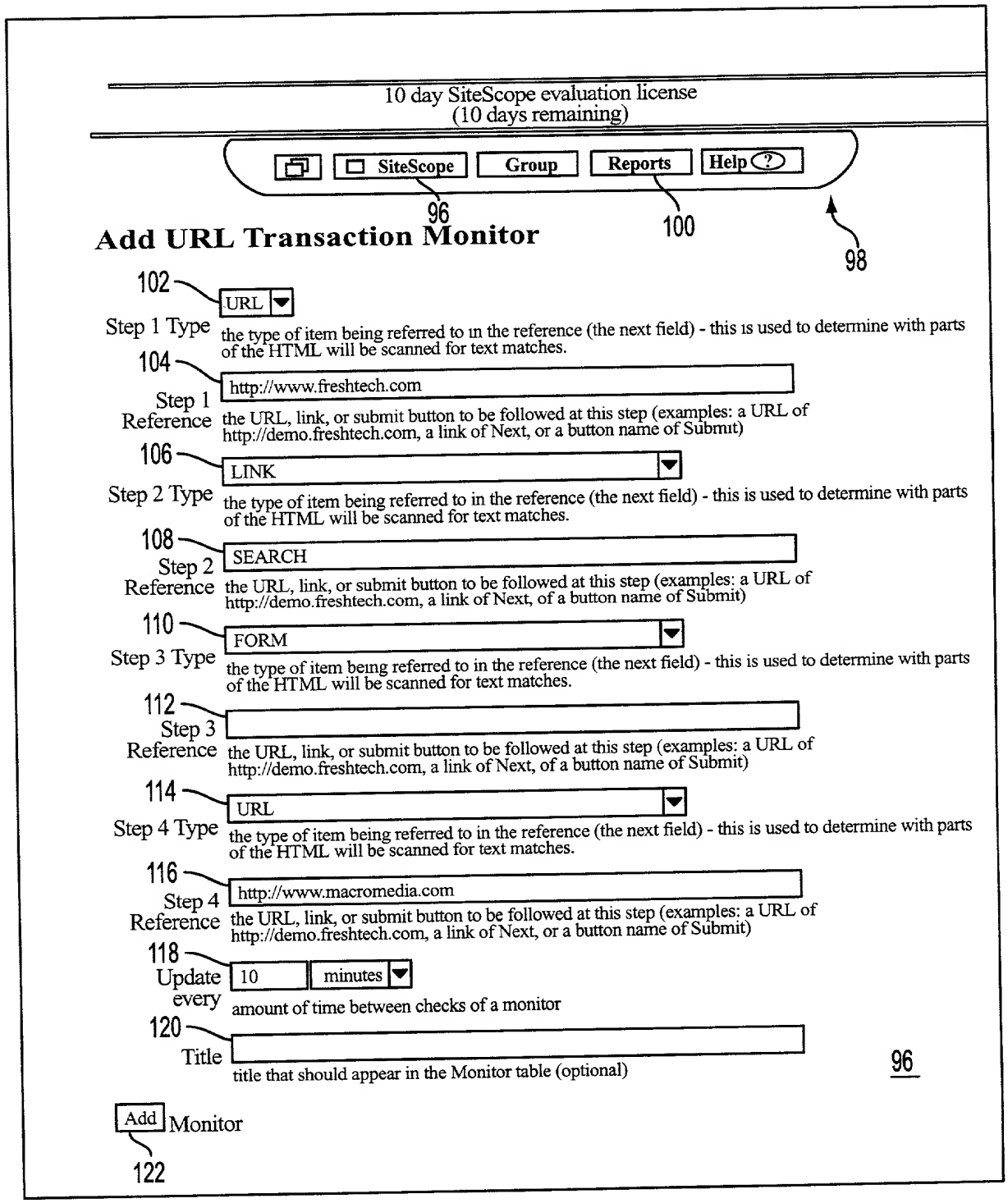
10 day SiteScope evaluation license
(10 days remaining)
SiteScope
Group
Reports
Help
96
100
98
Add URL Transaction Monitor
102
URL
Step 1 Type
the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.
104
http://www.freshtech.com
Step 1 Reference
the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, or a button name of Submit)
106
LINK
Step 2 Type
the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.
108
SEARCH
Step 2 Reference
the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, of a button name of Submit)
110
FORM
Step 3 Type
the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.
112
Step 3 Reference
the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, of a button name of Submit)
114
URL
Step 4 Type
the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.
116
http://www.macromedia.com
Step 4 Reference
the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, or a button name of Submit)
118
Update every
10
minutes
amount of time between checks of a monitor
120
Title
title that should appear in the Monitor table (optional)
96
Add Monitor
122

FIG. 4A

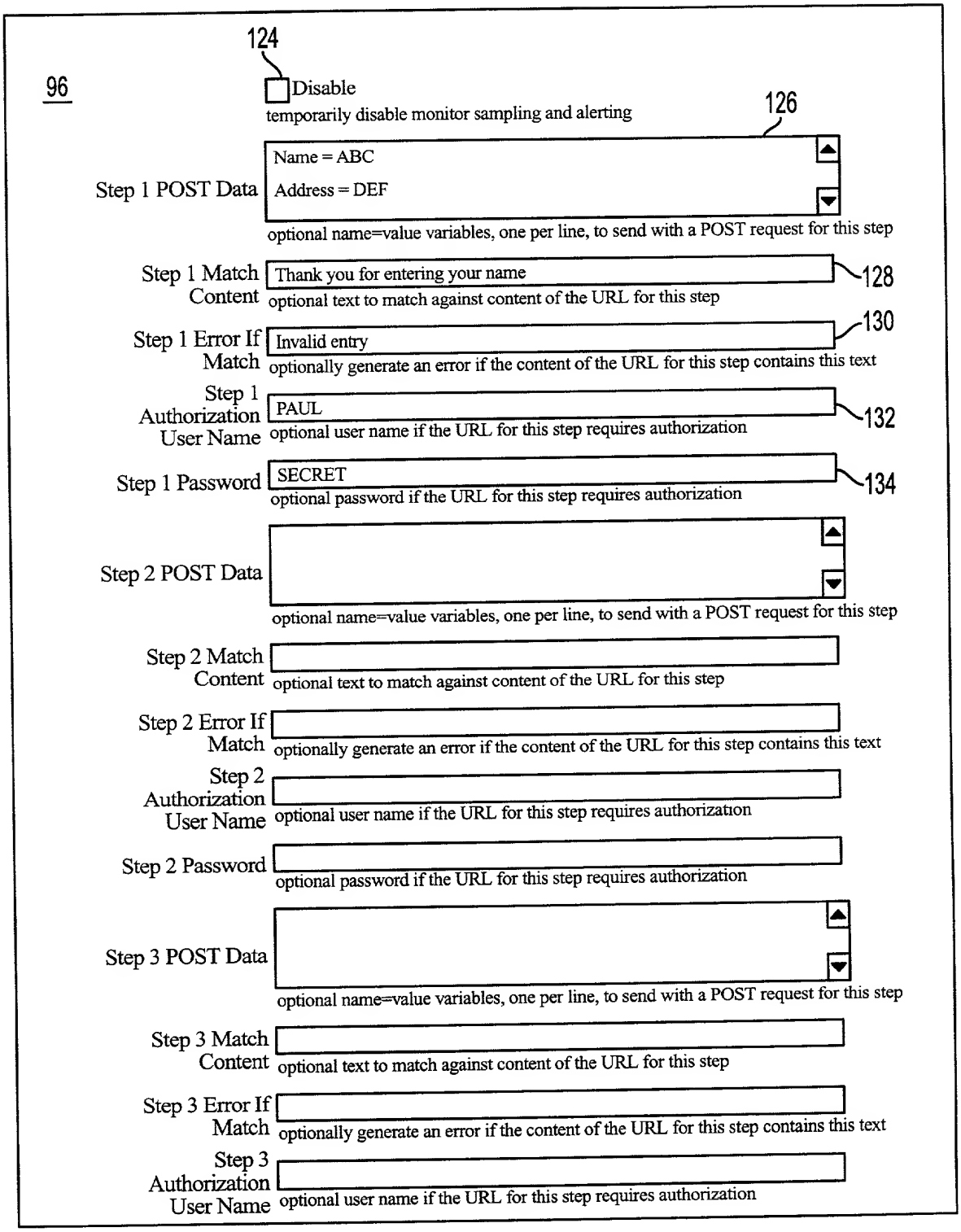
96
124
Disable
temporarily disable monitor sampling and alerting
126
Step 1 POST Data
Name = ABC
Address = DEF
optional name=value variables, one per line, to send with a POST request for this step
Step 1 Match Content
Thank you for entering your name
128
optional text to match against content of the URL for this step
Step 1 Error If Match
Invalid entry
130
optionally generate an error if the content of the URL for this step contains this text
Step 1 Authorization User Name
PAUL
132
optional user name if the URL for this step requires authorization
Step 1 Password
SECRET
134
optional password if the URL for this step requires authorization
Step 2 POST Data
optional name=value variables, one per line, to send with a POST request for this step
Step 2 Match Content
optional text to match against content of the URL for this step
Step 2 Error If Match
optionally generate an error if the content of the URL for this step contains this text
Step 2 Authorization User Name
optional user name if the URL for this step requires authorization
Step 2 Password
optional password if the URL for this step requires authorization
Step 3 POST Data
optional name=value variables, one per line, to send with a POST request for this step
Step 3 Match Content
optional text to match against content of the URL for this step
Step 3 Error If Match
optionally generate an error if the content of the URL for this step contains this text
Step 3 Authorization User Name
optional user name if the URL for this step requires authorization

FIG. 4B

Express Mail Label No. EV339955247US

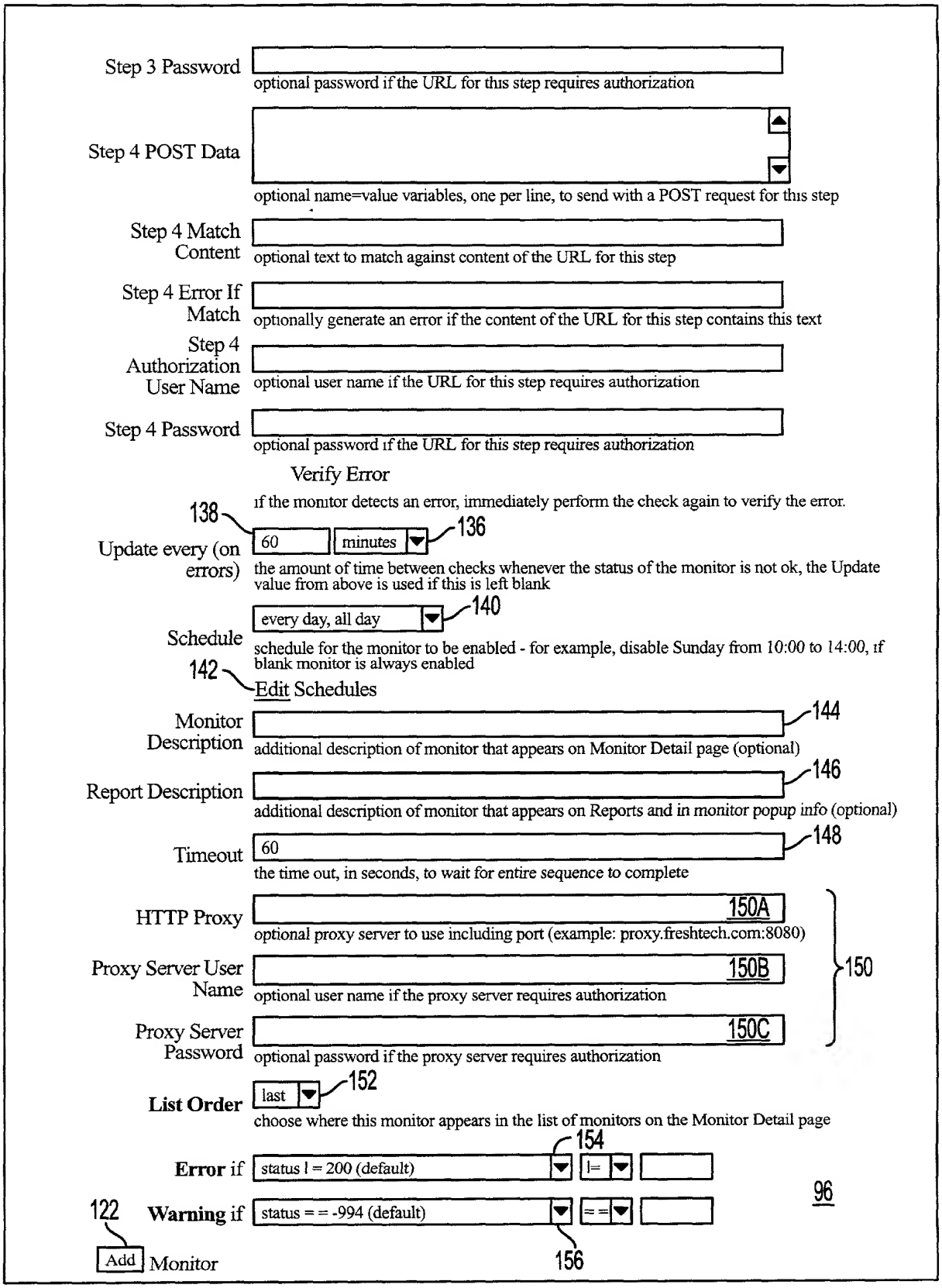

FIG. 4C

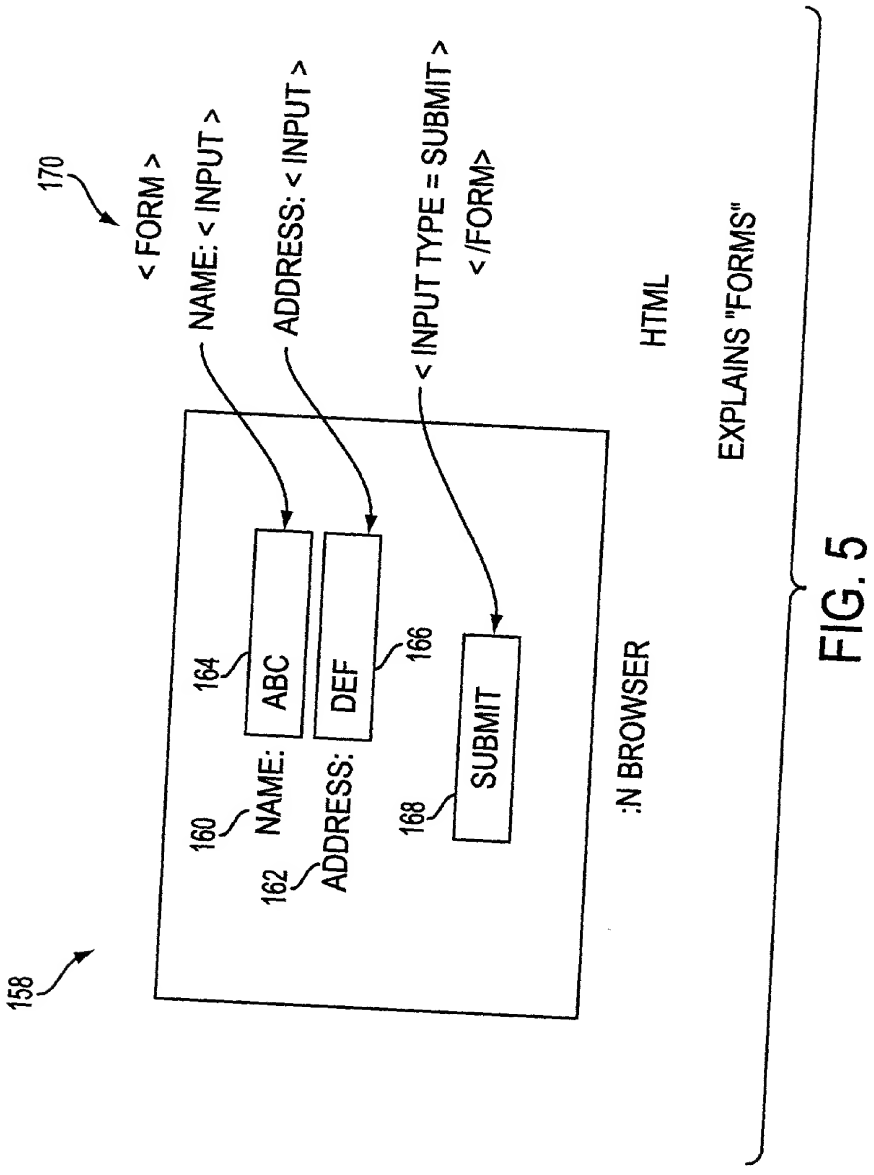
170
< FORM >
NAME: < INPUT >
ADDRESS: < INPUT >
< INPUT TYPE = SUBMIT >
< /FORM >
HTML
EXPLAINS "FORMS"
158
160
NAME:
162
ADDRESS:
164
ABC
166
DEF
168
SUBMIT
:N BROWSER

FIG. 5

Express Mail Label No. EV339045650

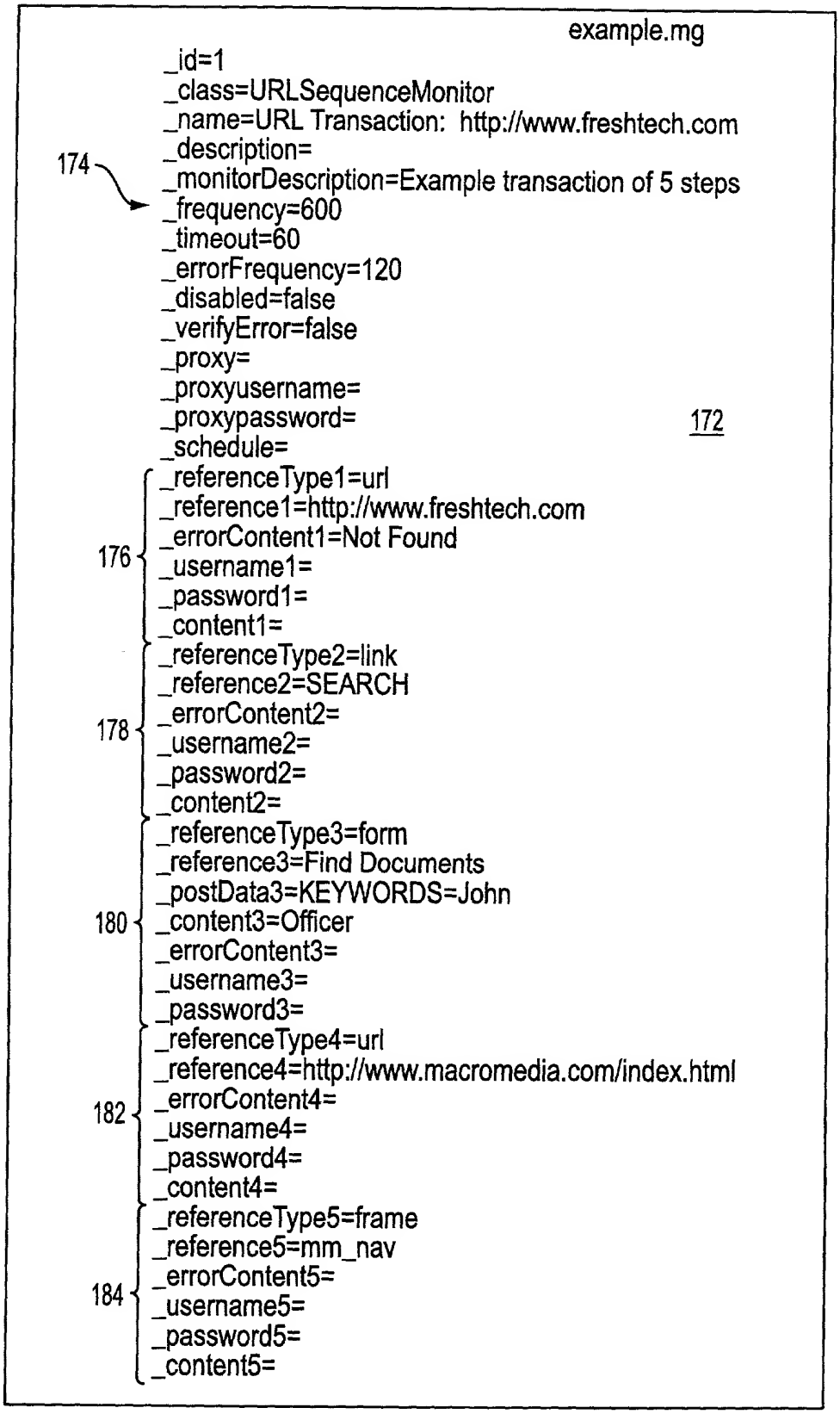

FIG. 6

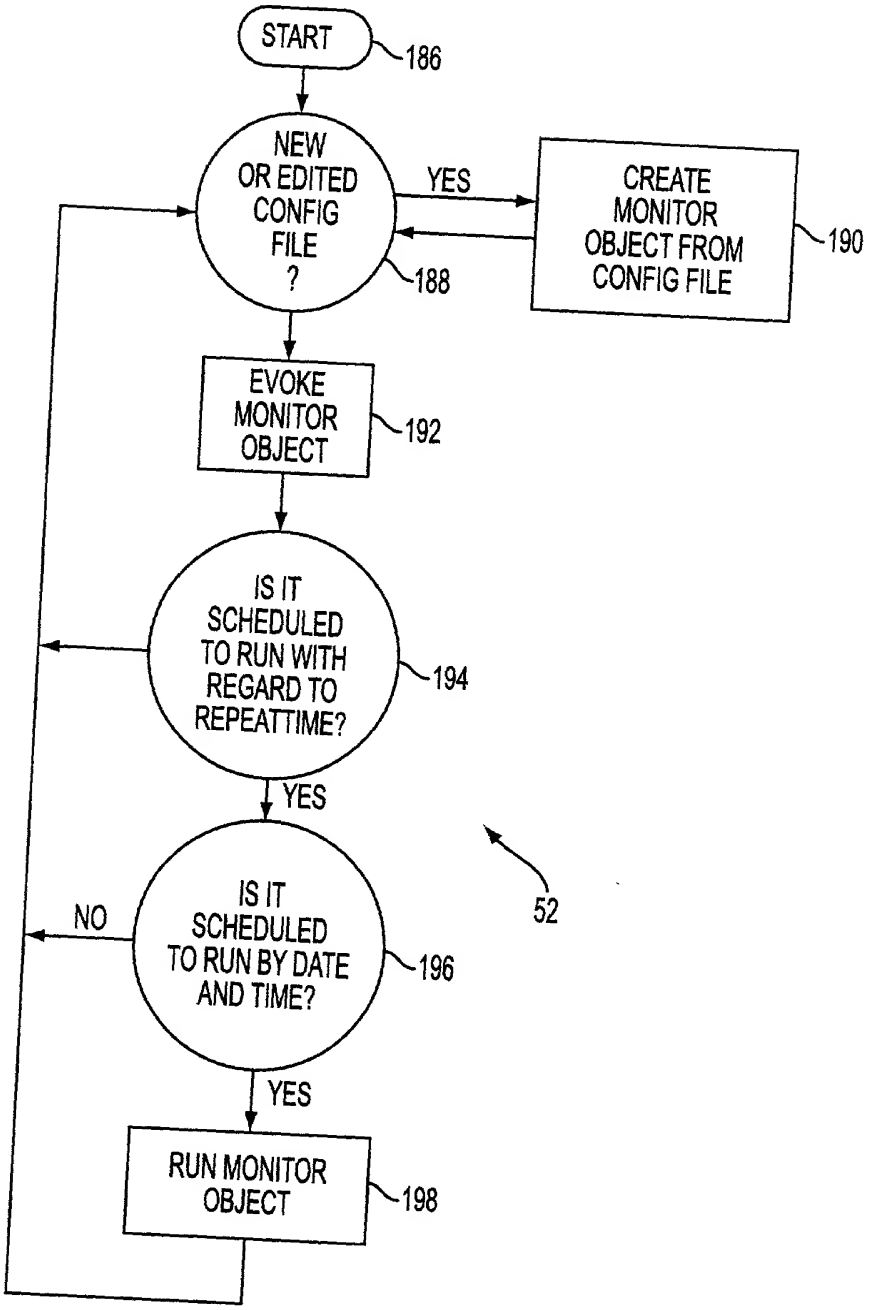
START
186
NEW OR EDITED CONFIG FILE ?
YES
CREATE MONITOR OBJECT FROM CONFIG FILE
190
188
EVOKE MONITOR OBJECT
192
IS IT SCHEDULED TO RUN WITH REGARD TO REPEATTIME?
194
YES
IS IT SCHEDULED TO RUN BY DATE AND TIME?
NO
196
YES
RUN MONITOR OBJECT
198
52

FIG. 7

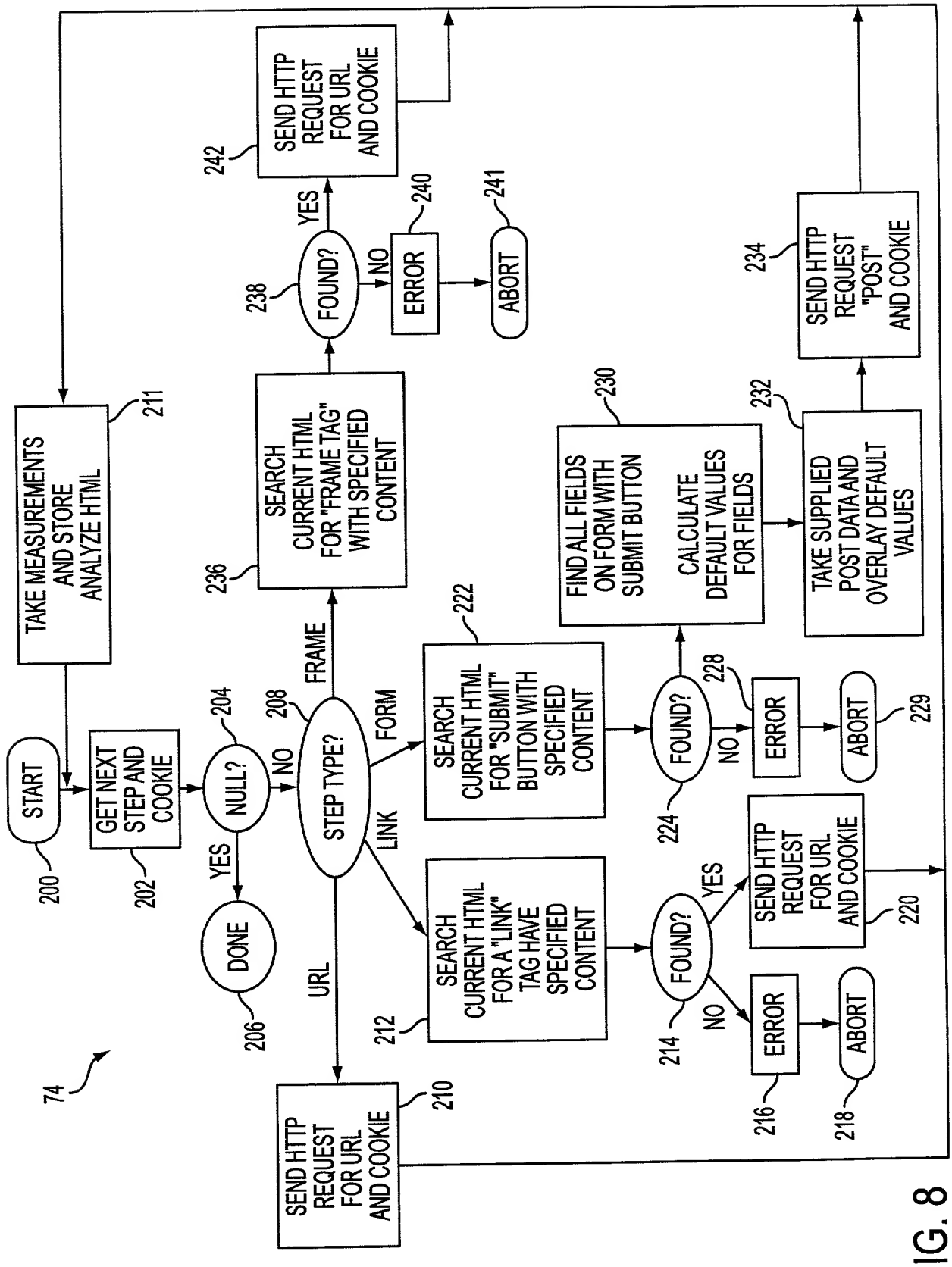
74
START
200
GET NEXT STEP AND COOKIE
202
NULL?
204
YES
NO
DONE
206
STEP TYPE?
208
URL
FRAME
FORM
LINK
SEND HTTP REQUEST FOR URL AND COOKIE
210
TAKE MEASUREMENTS AND STORE ANALYZE HTML
211
SEARCH CURRENT HTML FOR A "LINK" TAG HAVE SPECIFIED CONTENT
212
FOUND?
214
YES
NO
SEND HTTP REQUEST FOR URL AND COOKIE
220
ERROR
216
ABORT
218
SEARCH CURRENT HTML FOR "SUBMIT" BUTTON WITH SPECIFIED CONTENT
222
FOUND?
224
NO
ERROR
228
ABORT
229
FIND ALL FIELDS ON FORM WITH SUBMIT BUTTON
CALCULATE DEFAULT VALUES FOR FIELDS
230
TAKE SUPPLIED POST DATA AND OVERLAY DEFAULT VALUES
232
SEND HTTP REQUEST "POST" AND COOKIE
234
SEARCH CURRENT HTML FOR "FRAME TAG" WITH SPECIFIED CONTENT
236
FOUND?
238
YES
NO
ERROR
240
ABORT
241
SEND HTTP REQUEST FOR URL AND COOKIE
242

FIG. 8

Page 17 - 09/905,947

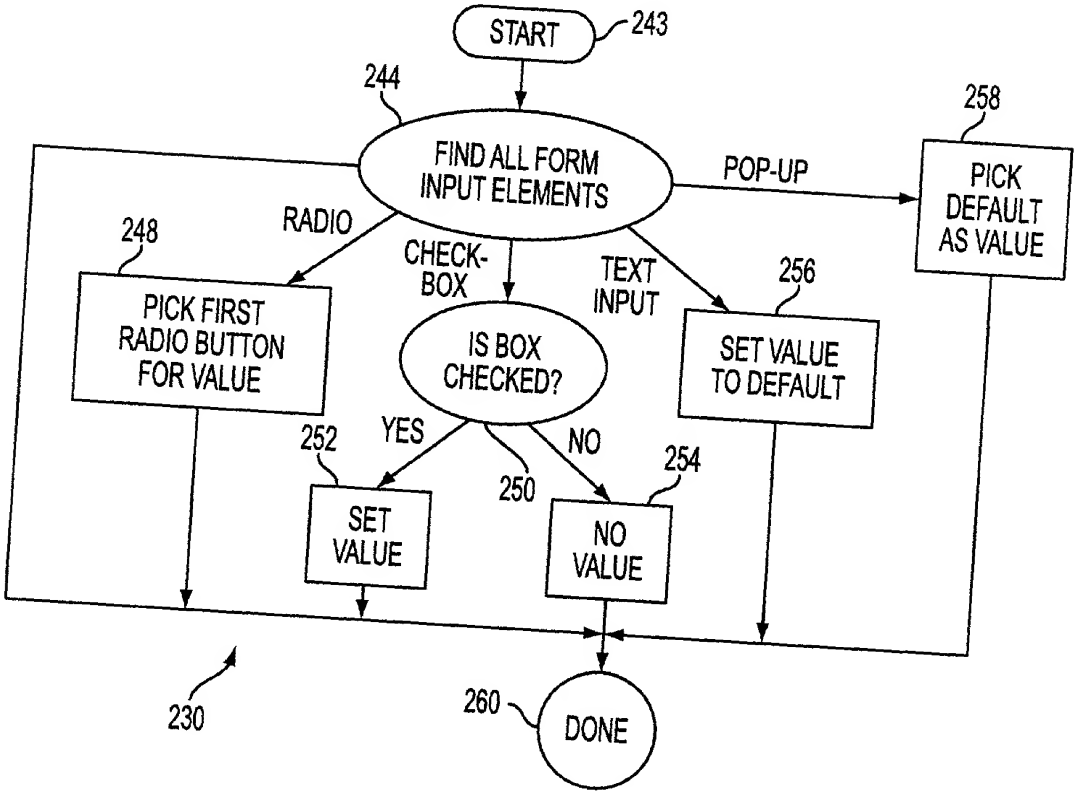

FIG. 8A

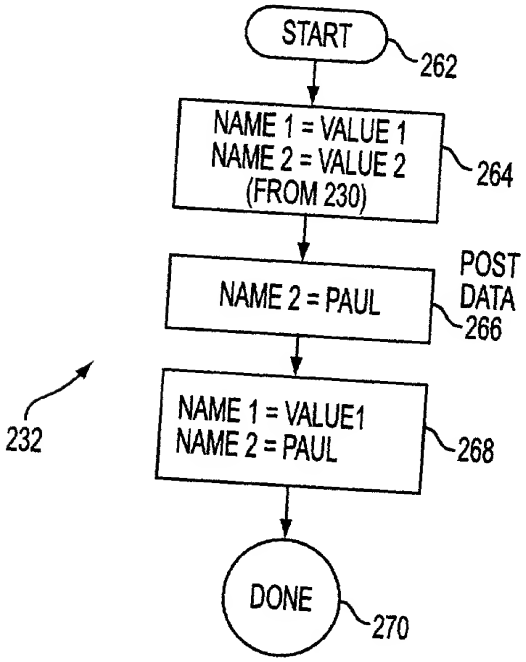

FIG. 8B

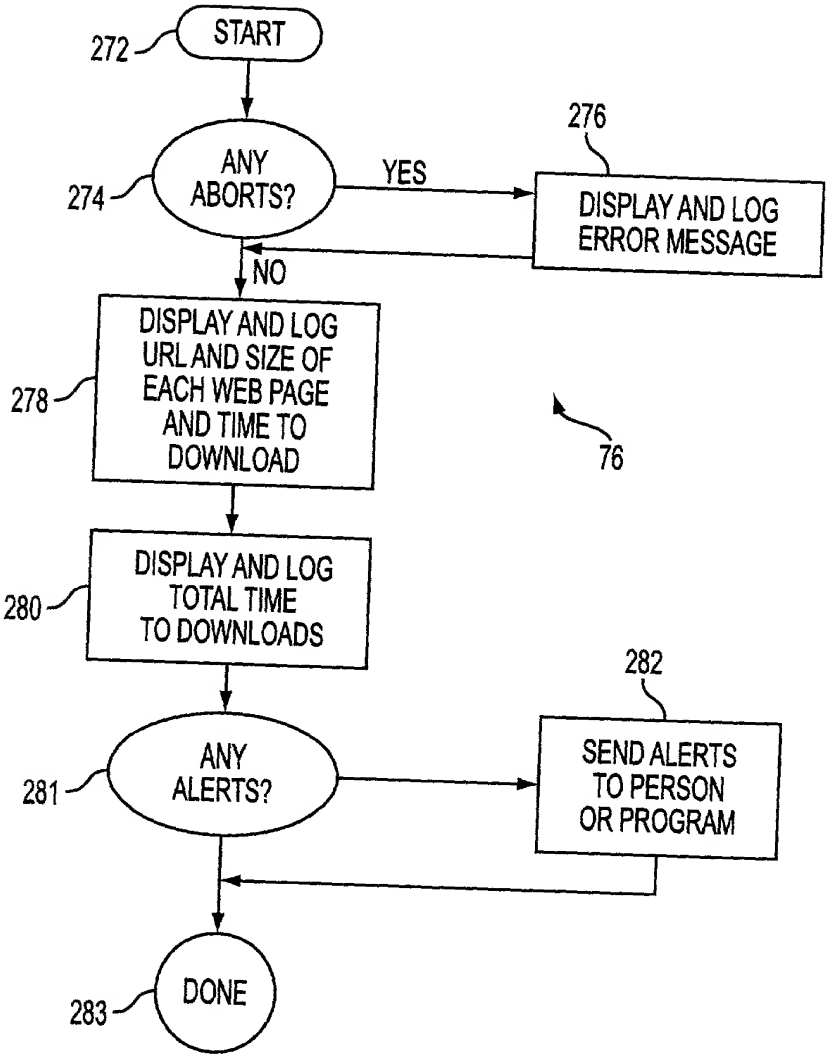
272
START
274
ANY ABORTS?
YES
276
DISPLAY AND LOG ERROR MESSAGE
NO
278
DISPLAY AND LOG URL AND SIZE OF EACH WEB PAGE AND TIME TO DOWNLOAD
76
280
DISPLAY AND LOG TOTAL TIME TO DOWNLOADS
282
281
ANY ALERTS?
SEND ALERTS TO PERSON OR PROGRAM
283
DONE

FIG. 9

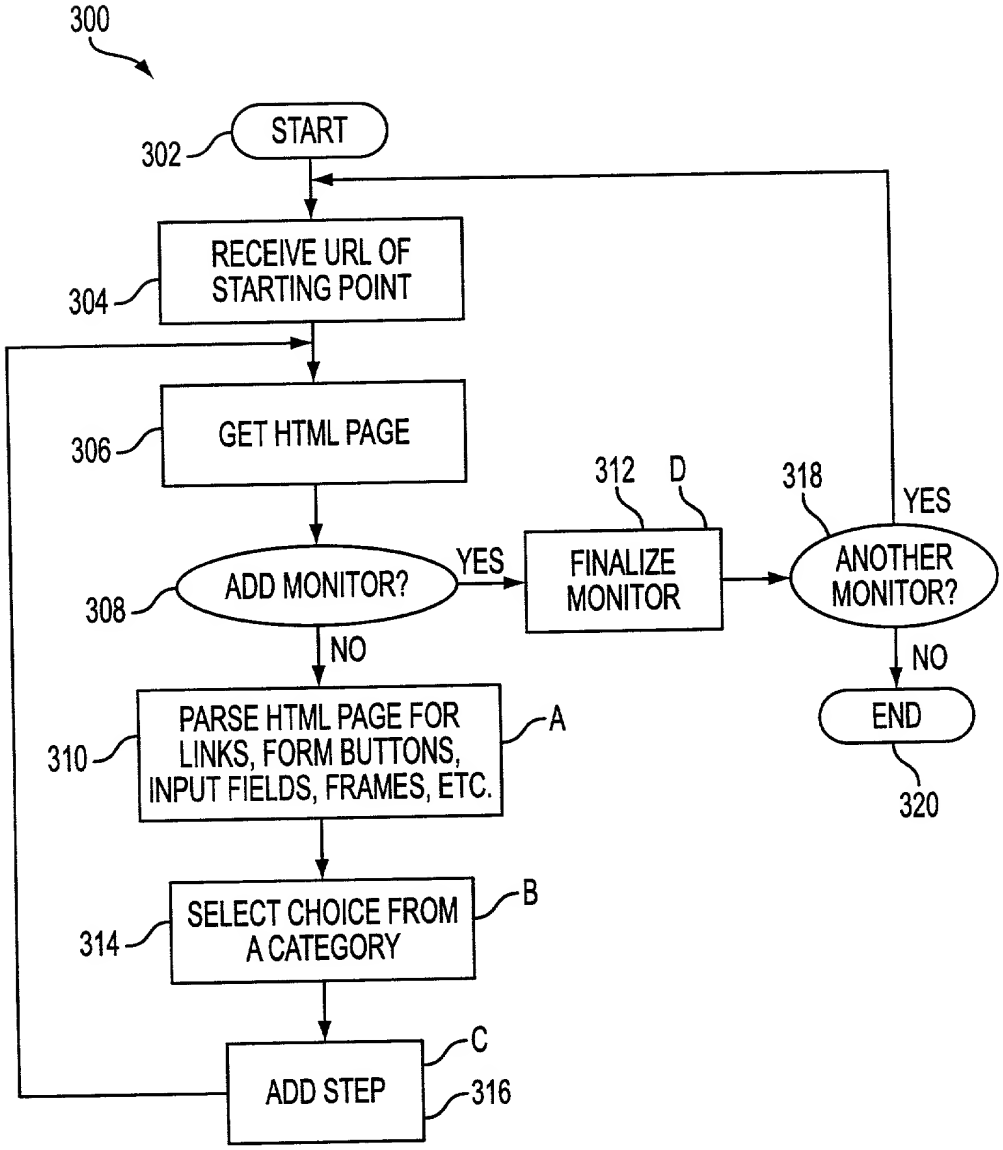
300
START
302
RECEIVE URL OF STARTING POINT
304
GET HTML PAGE
306
ADD MONITOR?
308
YES
NO
FINALIZE MONITOR
312
D
ANOTHER MONITOR?
318
YES
NO
END
320
PARSE HTML PAGE FOR LINKS, FORM BUTTONS, INPUT FIELDS, FRAMES, ETC.
310
A
SELECT CHOICE FROM A CATEGORY
314
B
ADD STEP
316
C

FIG. 10

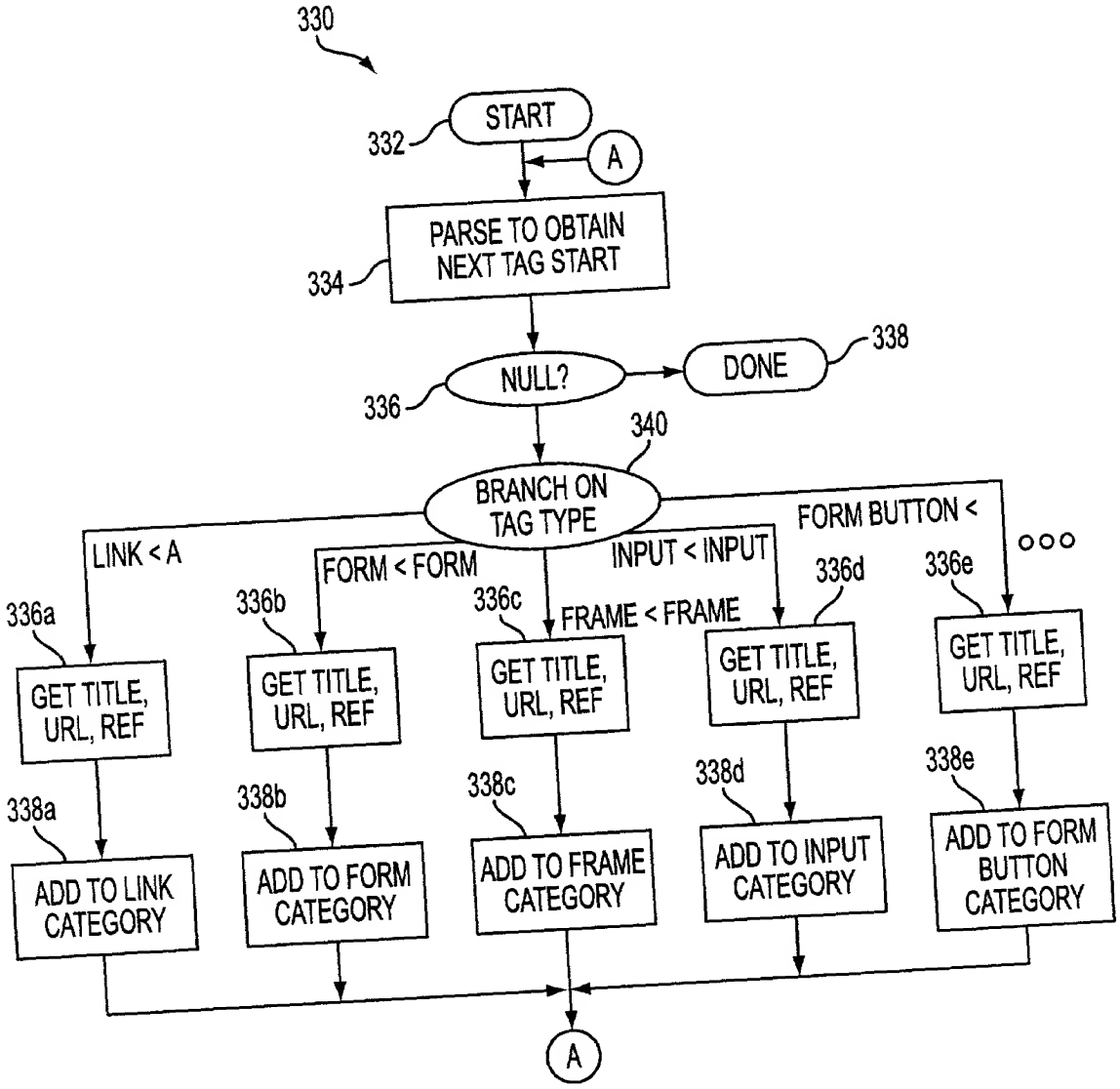
330
START
332
A
PARSE TO OBTAIN NEXT TAG START
334
NULL?
336
DONE
338
340
BRANCH ON TAG TYPE
LINK < A
FORM < FORM
INPUT < INPUT
FRAME < FRAME
FORM BUTTON <
ooo
336a
336b
336c
336d
336e
GET TITLE, URL, REF
GET TITLE, URL, REF
GET TITLE, URL, REF
GET TITLE, URL, REF
GET TITLE, URL, REF
338a
338b
338c
338d
338e
ADD TO LINK CATEGORY
ADD TO FORM CATEGORY
ADD TO FRAME CATEGORY
ADD TO INPUT CATEGORY
ADD TO FORM BUTTON CATEGORY
A

FIG. 10A

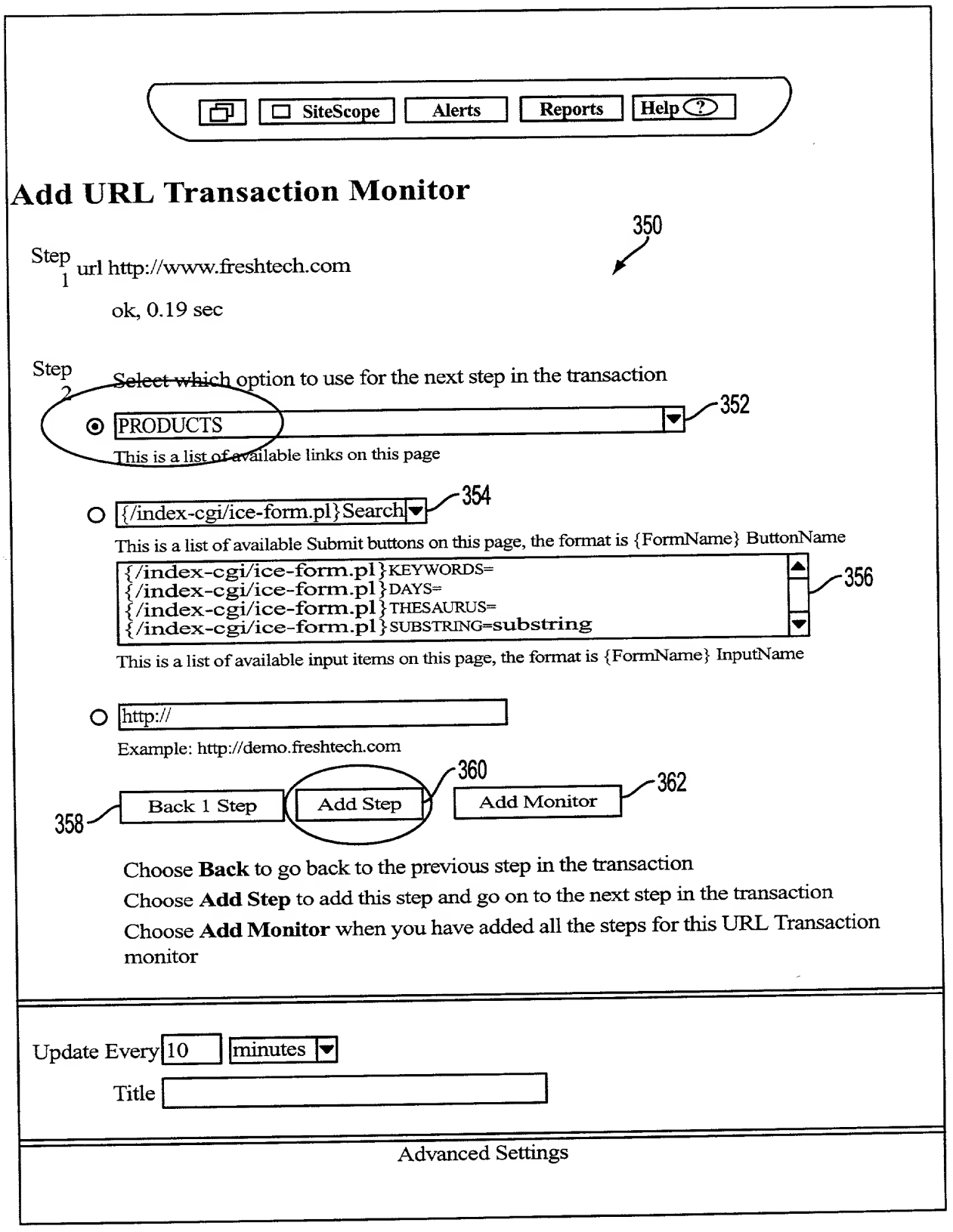
SiteScope
Alerts
Reports
Help
Add URL Transaction Monitor
350
Step 1
url http://www.freshtech.com
ok, 0.19 sec
Step 2
Select which option to use for the next step in the transaction
PRODUCTS
352
This is a list of available links on this page
{/index-cgi/ice-form.pl}Search
354
This is a list of available Submit buttons on this page, the format is {FormName} ButtonName
{/index-cgi/ice-form.pl}KEYWORDS=
{/index-cgi/ice-form.pl}DAYS=
{/index-cgi/ice-form.pl}THESAURUS=
{/index-cgi/ice-form.pl}SUBSTRING=substring
356
This is a list of available input items on this page, the format is {FormName} InputName
http://
Example: http://demo.freshtech.com
358
Back 1 Step
Add Step
360
Add Monitor
362
Choose Back to go back to the previous step in the transaction
Choose Add Step to add this step and go on to the next step in the transaction
Choose Add Monitor when you have added all the steps for this URL Transaction monitor
Update Every 10 minutes
Title
Advanced Settings

FIG. 10B

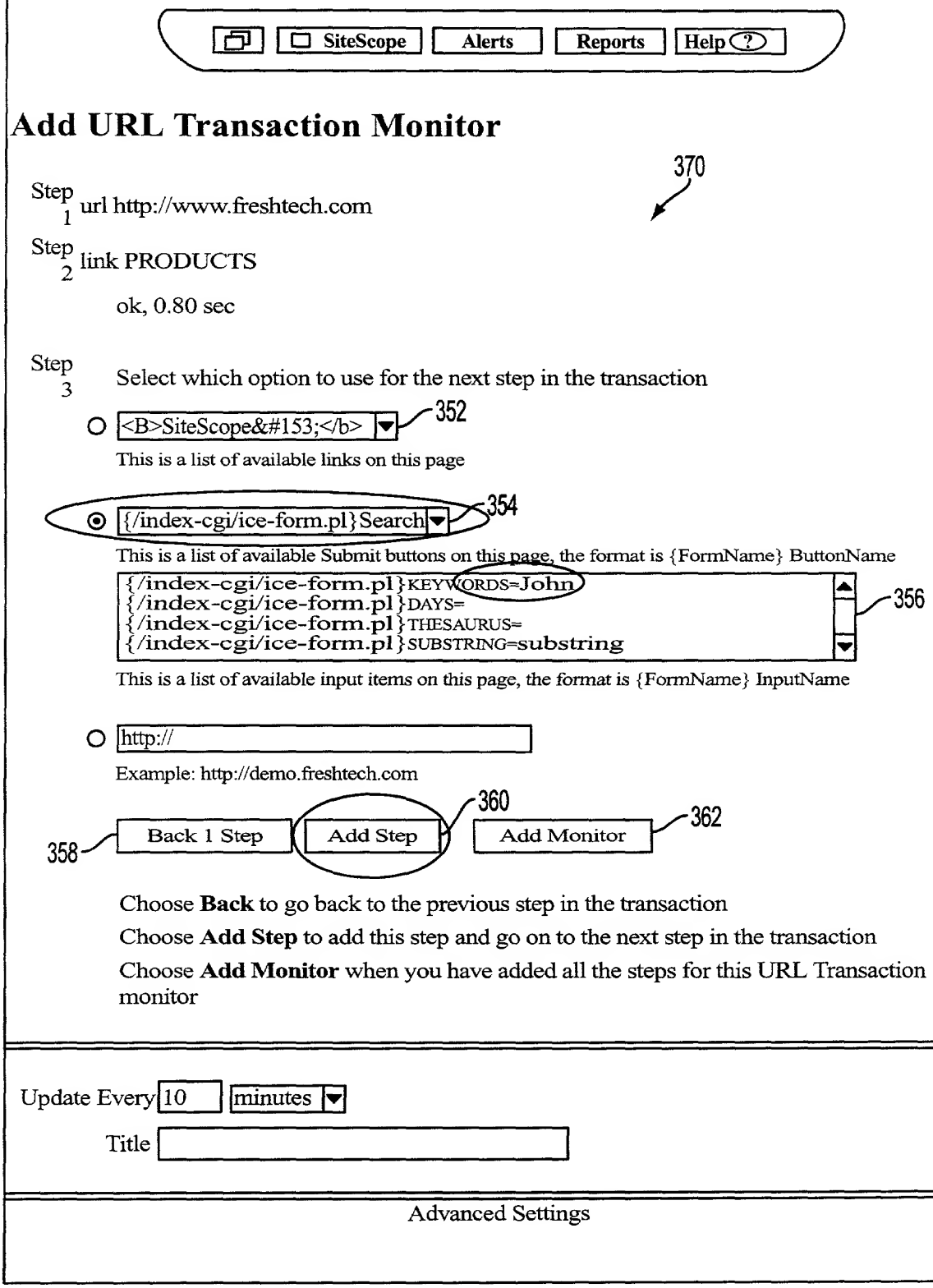
SiteScope
Alerts
Reports
Help
Add URL Transaction Monitor
370
Step 1 url http://www.freshtech.com
Step 2 link PRODUCTS
ok, 0.80 sec
Step 3 Select which option to use for the next step in the transaction
<B>SiteScope™
352
This is a list of available links on this page
{/index-cgi/ice-form.pl}Search
354
This is a list of available Submit buttons on this page, the format is {FormName} ButtonName
{/index-cgi/ice-form.pl}KEYWORDS=John
{/index-cgi/ice-form.pl}DAYS=
{/index-cgi/ice-form.pl}THESAURUS=
{/index-cgi/ice-form.pl}SUBSTRING=substring
356
This is a list of available input items on this page, the format is {FormName} InputName
http://
Example: http://demo.freshtech.com
358
Back 1 Step
Add Step
360
Add Monitor
362
Choose Back to go back to the previous step in the transaction
Choose Add Step to add this step and go on to the next step in the transaction
Choose Add Monitor when you have added all the steps for this URL Transaction monitor
Update Every 10 minutes
Title
Advanced Settings

FIG. 10C

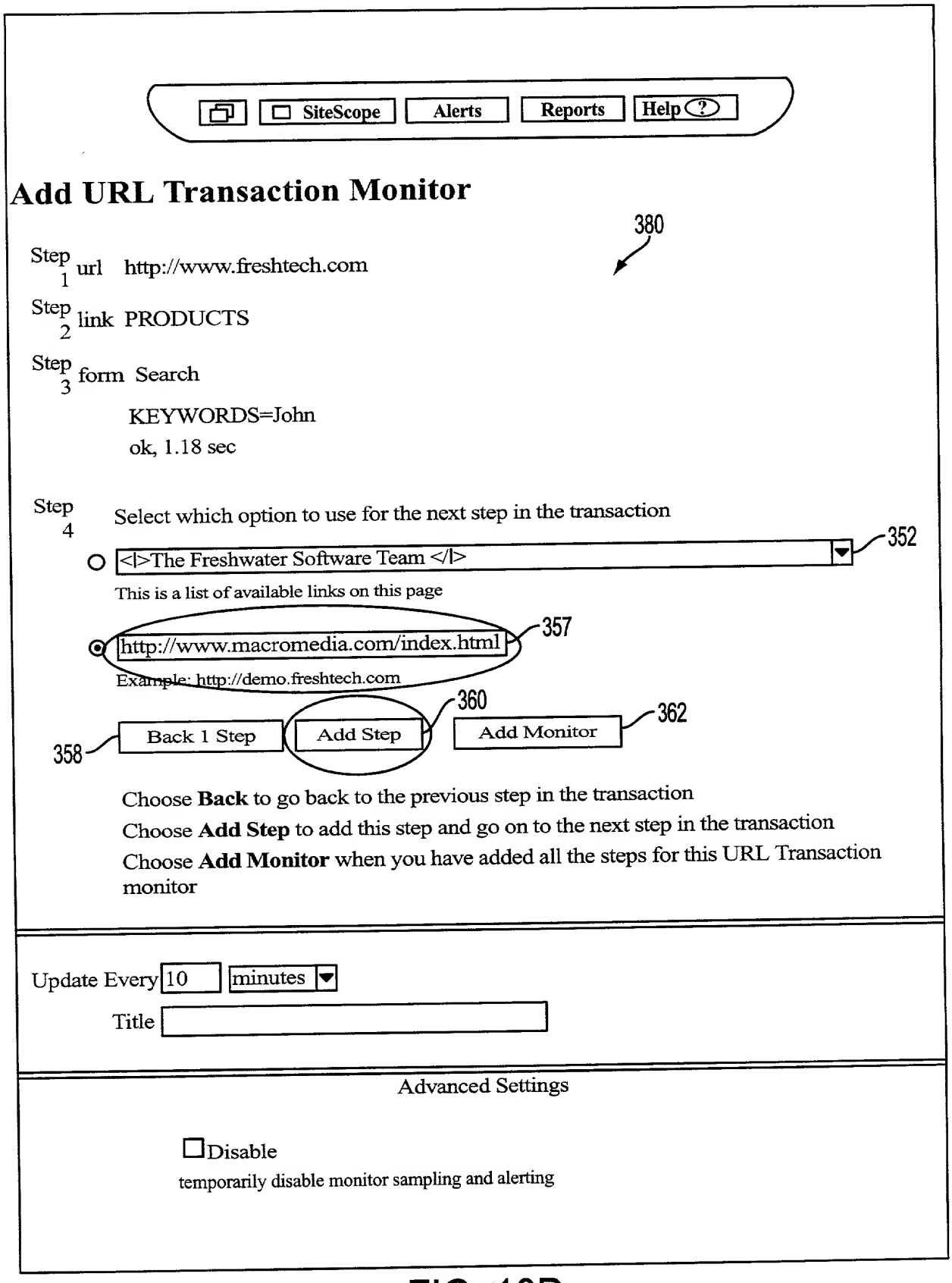
SiteScope
Alerts
Reports
Help
Add URL Transaction Monitor
380
Step 1 url http://www.freshtech.com
Step 2 link PRODUCTS
Step 3 form Search
KEYWORDS=John
ok, 1.18 sec
Step 4 Select which option to use for the next step in the transaction
<|>The Freshwater Software Team </|>
352
This is a list of available links on this page
http://www.macromedia.com/index.html
357
Example: http://demo.freshtech.com
360
362
358
Back 1 Step
Add Step
Add Monitor
Choose Back to go back to the previous step in the transaction
Choose Add Step to add this step and go on to the next step in the transaction
Choose Add Monitor when you have added all the steps for this URL Transaction monitor
Update Every 10 minutes
Title
Advanced Settings
Disable
temporarily disable monitor sampling and alerting

FIG. 10D

Patent Application Publication

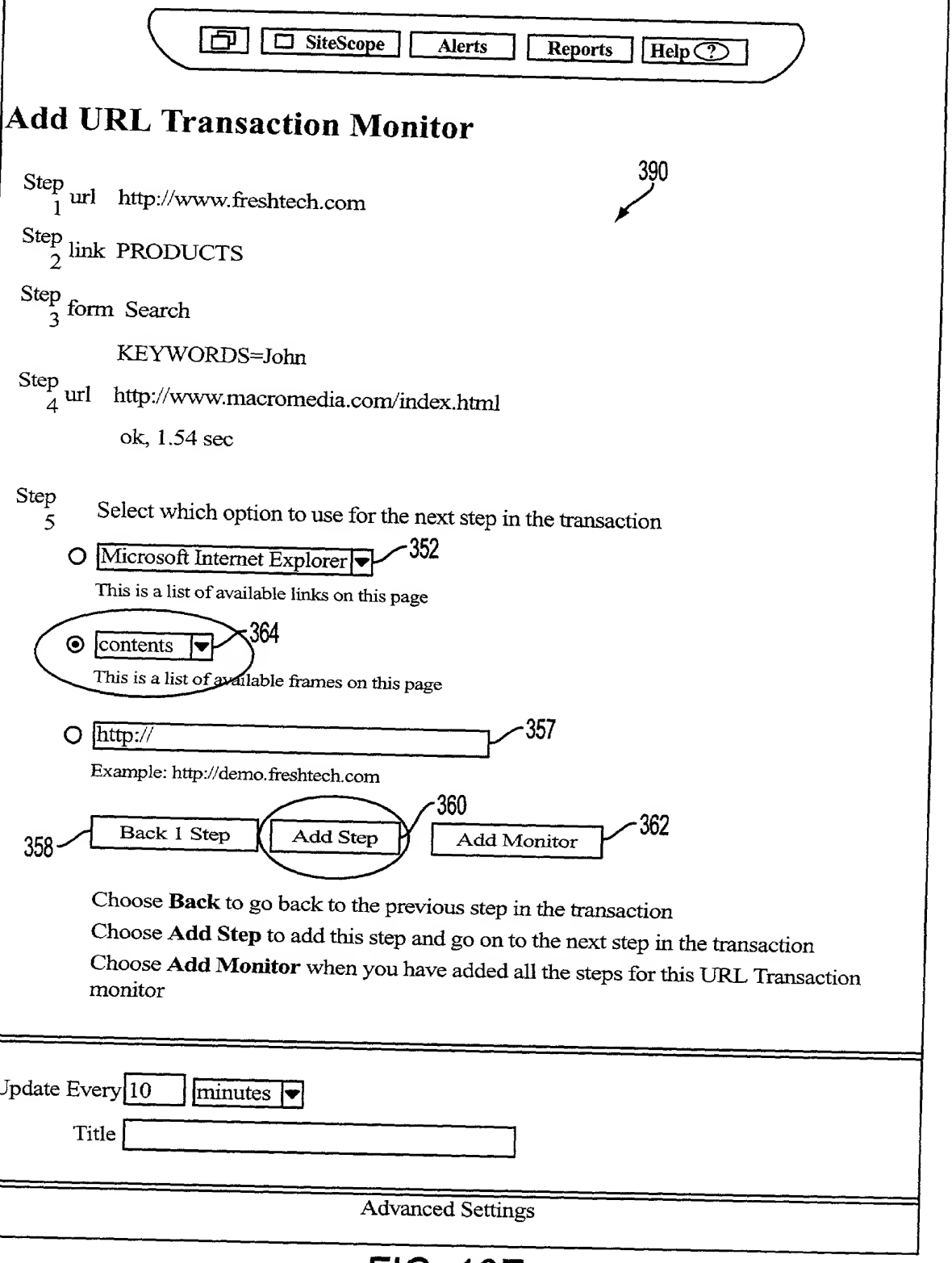

FIG. 10E

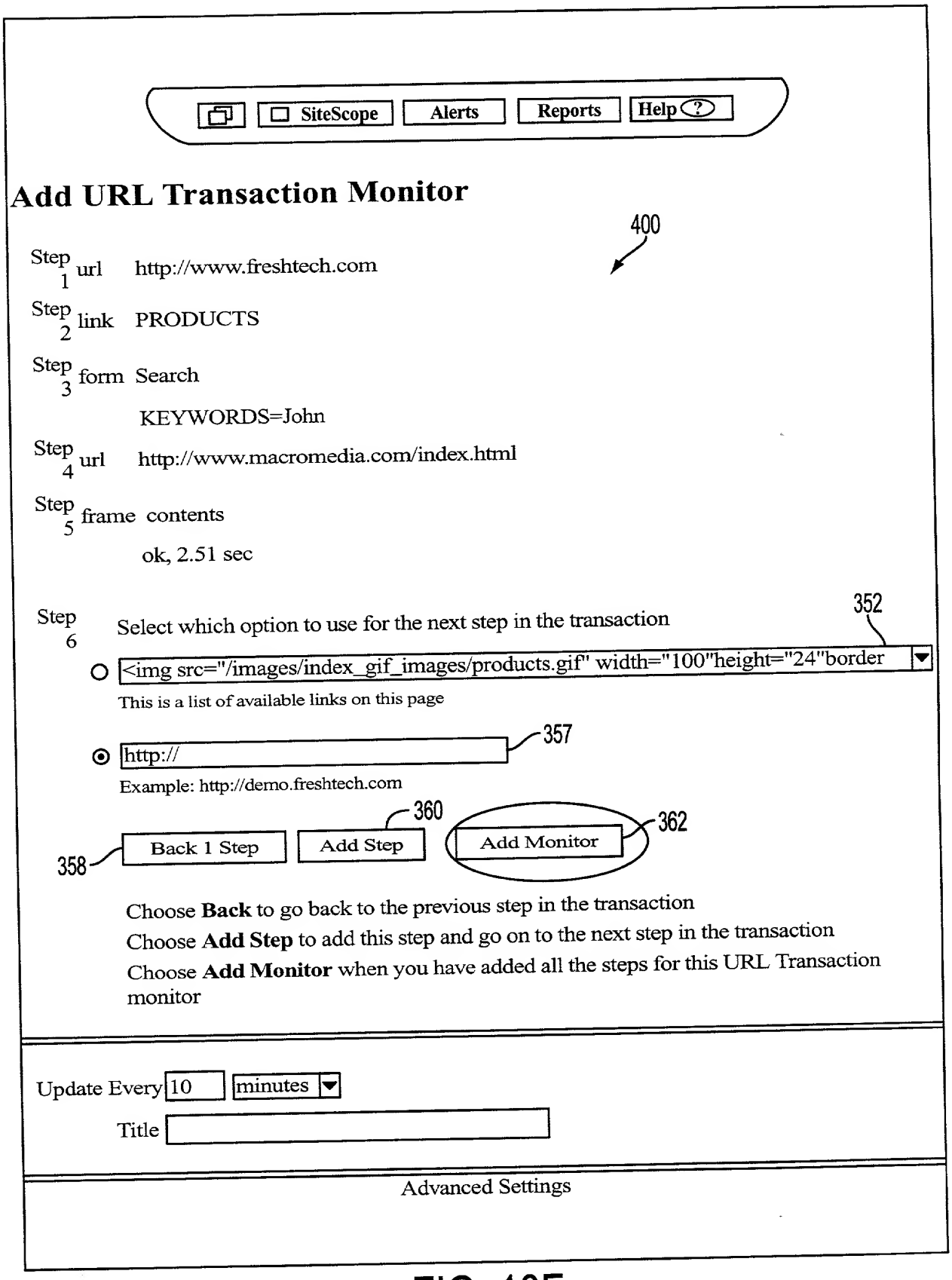
SiteScope
Alerts
Reports
Help
Add URL Transaction Monitor
400
Step 1 url http://www.freshtech.com
Step 2 link PRODUCTS
Step 3 form Search
KEYWORDS=John
Step 4 url http://www.macromedia.com/index.html
Step 5 frame contents
ok, 2.51 sec
Step 6
Select which option to use for the next step in the transaction
352
<img src="/images/index_gif_images/products.gif" width="100"height="24"border
This is a list of available links on this page
http://
357
Example: http://demo.freshtech.com
360
362
358
Back 1 Step
Add Step
Add Monitor
Choose Back to go back to the previous step in the transaction
Choose Add Step to add this step and go on to the next step in the transaction
Choose Add Monitor when you have added all the steps for this URL Transaction monitor
Update Every 10 minutes
Title
Advanced Settings

FIG. 10F

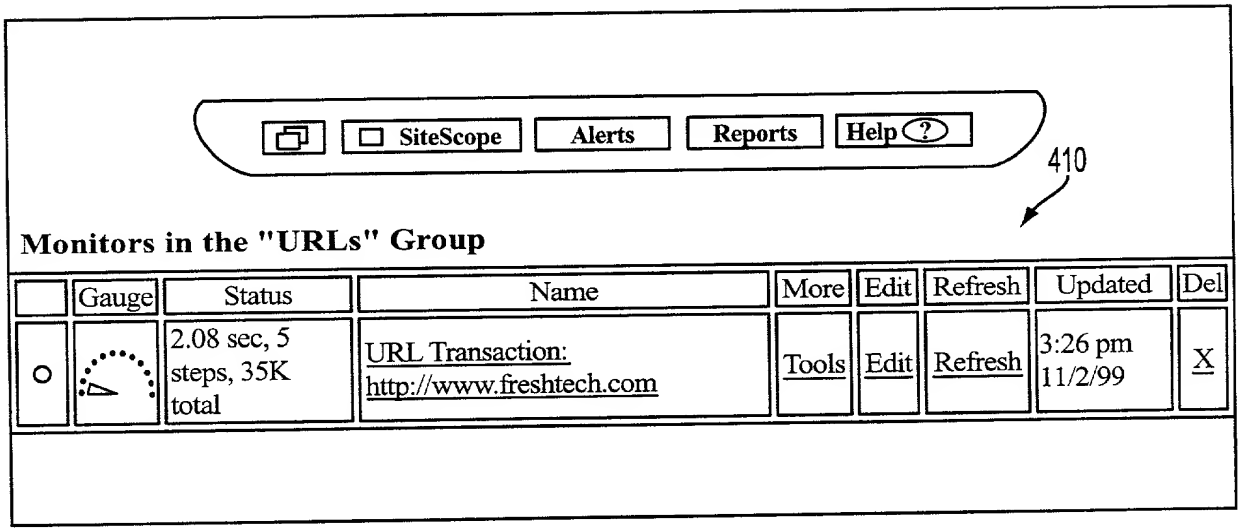

FIG. 10G

95957v1 - 60170-300301

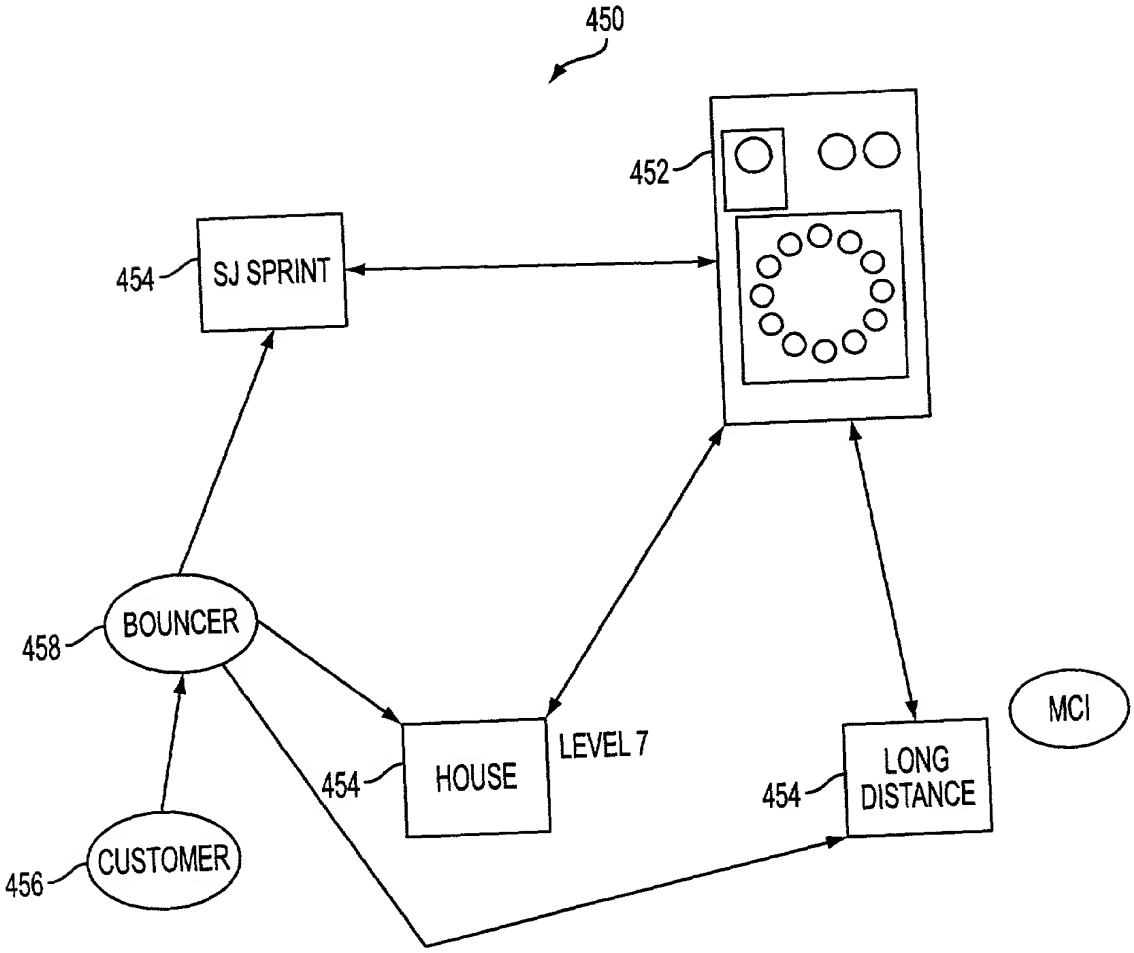
450
452
454
SJ SPRINT
458
BOUNCER
456
CUSTOMER
454
HOUSE
LEVEL 7
454
LONG DISTANCE
MCI

FIG. 11

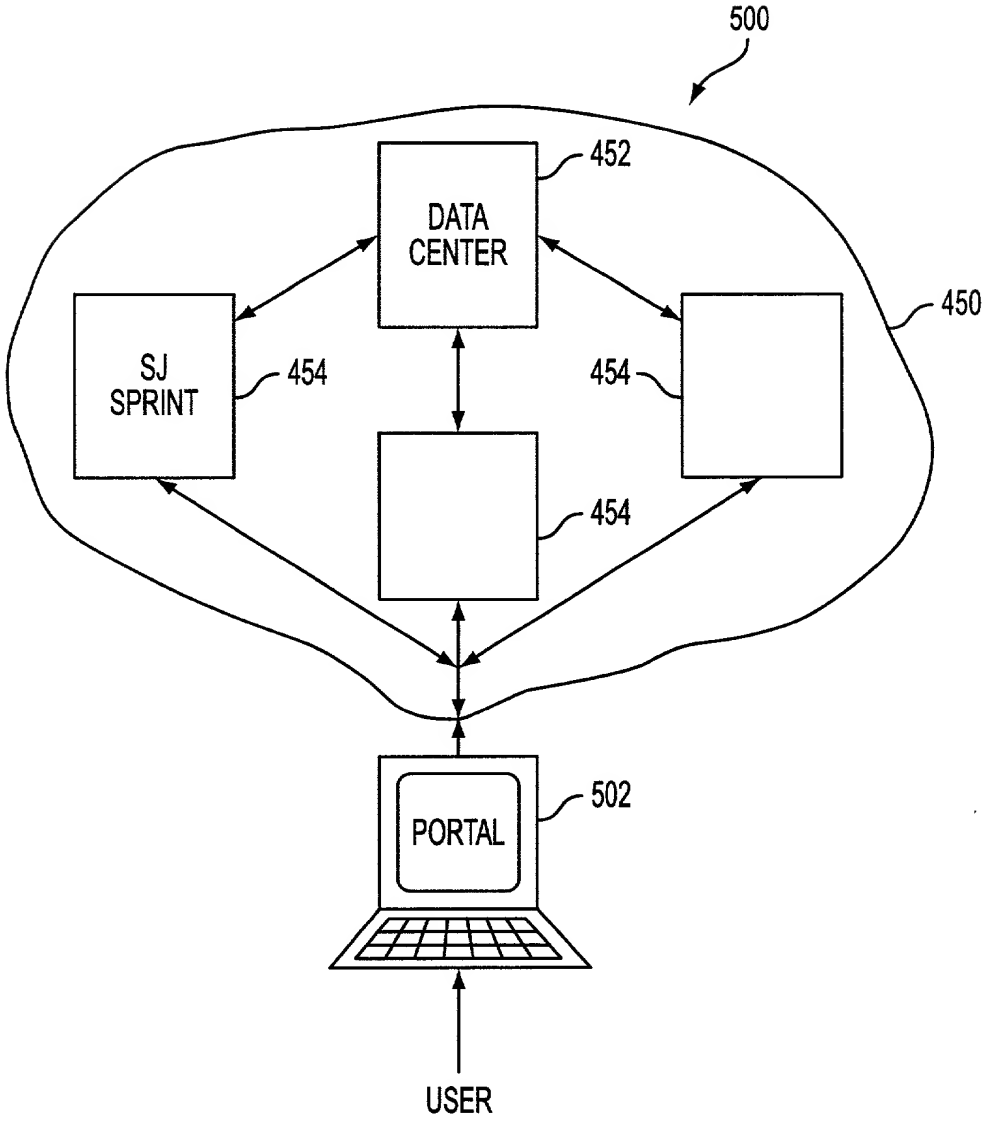

FIG. 12

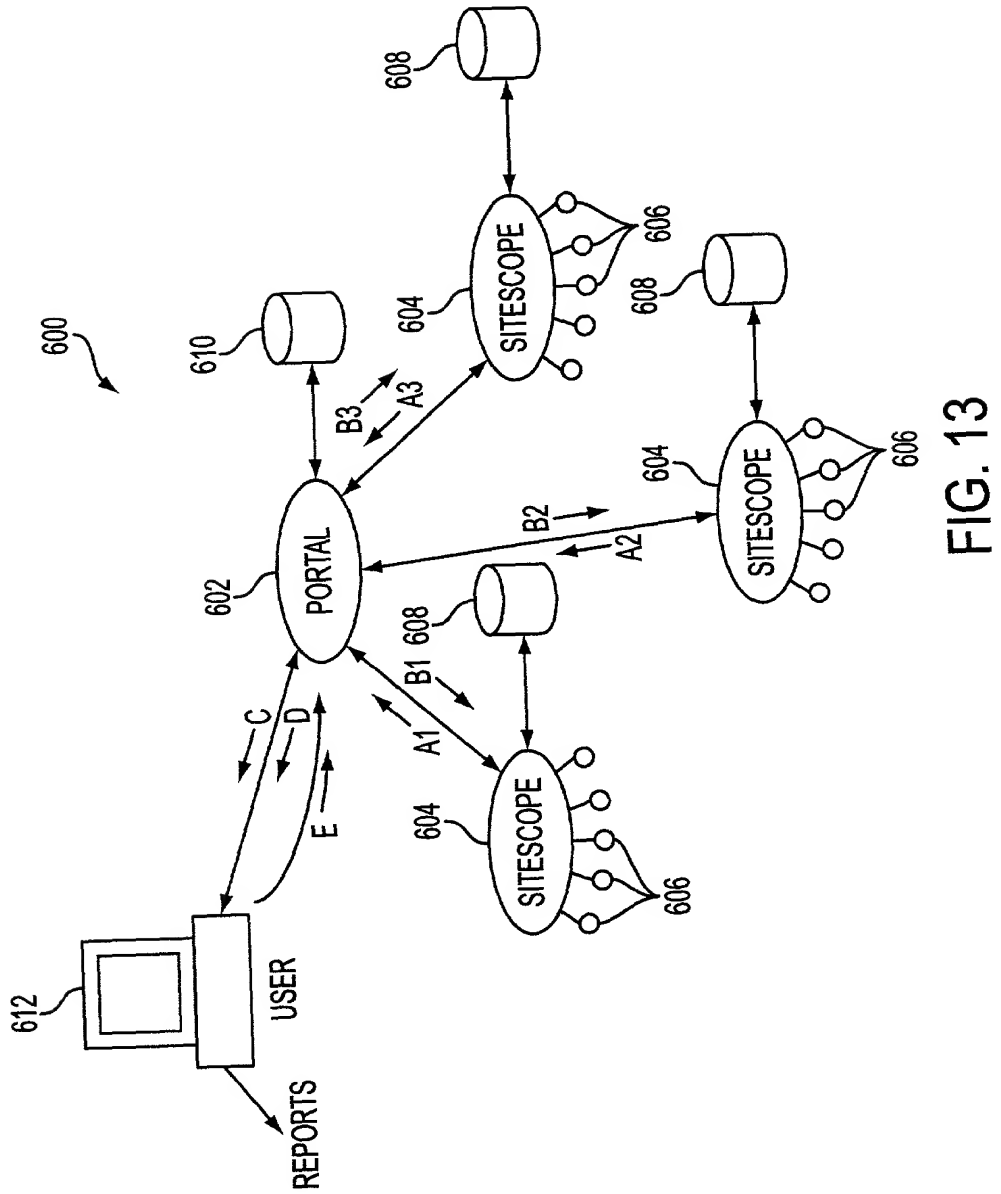
600
608
610
SITESCOPE
604
606
608
B3
A3
604
SITESCOPE
606
B2
A2
602
PORTAL
608
B1
A1
C
D
E
604
SITESCOPE
606
612
USER
REPORTS

FIG. 13

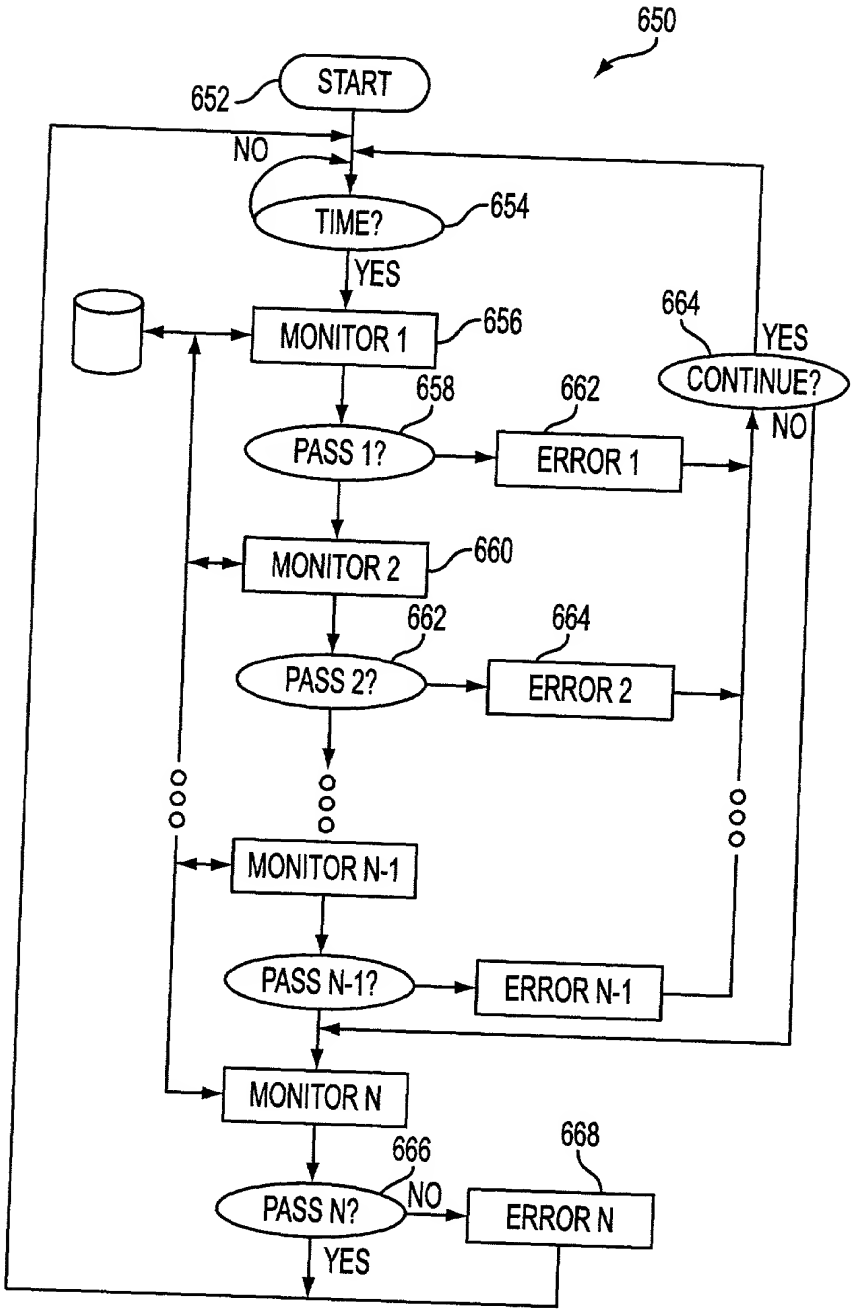
650
START
652
NO
TIME?
654
YES
MONITOR 1
656
664
YES
CONTINUE?
NO
658
662
PASS 1?
ERROR 1
MONITOR 2
660
662
664
PASS 2?
ERROR 2
MONITOR N-1
PASS N-1?
ERROR N-1
MONITOR N
666
668
PASS N?
NO
ERROR N
YES

FIG. 14

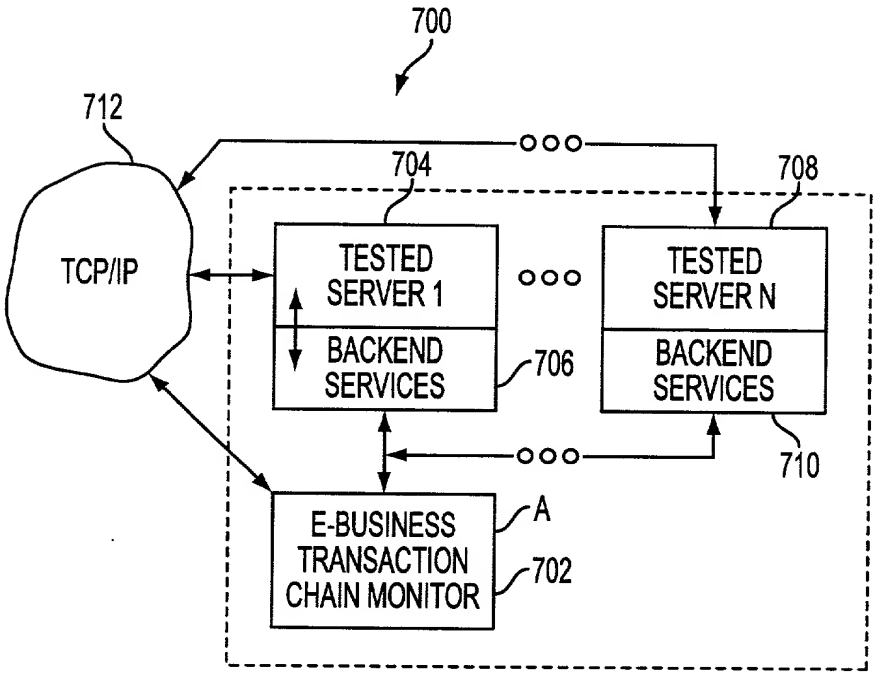
700
712
704
708
TCP/IP
TESTED SERVER 1
TESTED SERVER N
BACKEND SERVICES
706
BACKEND SERVICES
710
E-BUSINESS TRANSACTION CHAIN MONITOR
A
702

FIG. 15

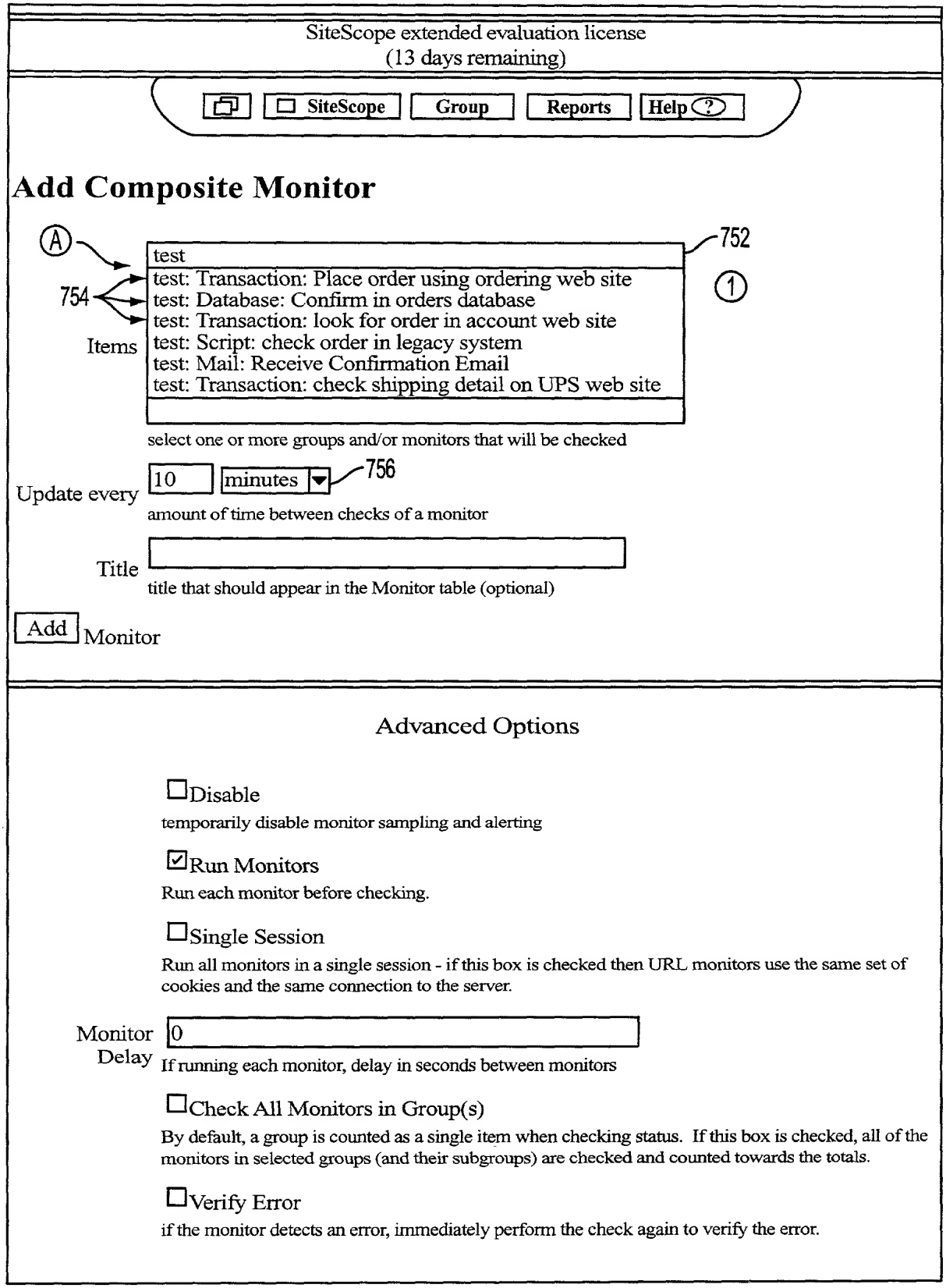
SiteScope extended evaluation license
(13 days remaining)
SiteScope
Group
Reports
Help
Add Composite Monitor
A
752
test
754
test: Transaction: Place order using ordering web site
test: Database: Confirm in orders database
test: Transaction: look for order in account web site
Items
test: Script: check order in legacy system
test: Mail: Receive Confirmation Email
test: Transaction: check shipping detail on UPS web site
1
select one or more groups and/or monitors that will be checked
Update every
10
minutes
756
amount of time between checks of a monitor
Title
title that should appear in the Monitor table (optional)
Add
Monitor
Advanced Options
Disable
temporarily disable monitor sampling and alerting
Run Monitors
Run each monitor before checking.
Single Session
Run all monitors in a single session - if this box is checked then URL monitors use the same set of cookies and the same connection to the server.
Monitor Delay
0
If running each monitor, delay in seconds between monitors
Check All Monitors in Group(s)
By default, a group is counted as a single item when checking status. If this box is checked, all of the monitors in selected groups (and their subgroups) are checked and counted towards the totals.
Verify Error
if the monitor detects an error, immediately perform the check again to verify the error.

FIG. 16A

P3555 / 60170-300301

Update every [ ] [minutes ▼]
(on errors) the amount of time between checks whenever the status of the monitor is not ok, the Update value from above is used if this is left blank

Schedule [every day, all day ▼]
schedule for the monitor to be enabled - for example, disable Sunday from 10:00 to 14:00, if blank monitor is always enabled

Edit Schedules

Monitor Description [ ]
additional description of monitor that appears on Monitor Detail page (optional)

Report Description [ ]
additional description of monitor that appears on Reports and in monitor popup info (optional)

List Order [last ▼]
choose where this monitor appears in the list of monitors on the Monitor Detail page

Error if [itemsInError>0(default) ▼] [> ▼] [ ]

Warning if [itemsInWarning>0(default) ▼] [> ▼] [ ]

Good if [always(default) ▼] [>= ▼] [ ]

[Add] Monitor

SiteScope™

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FIG. 16B

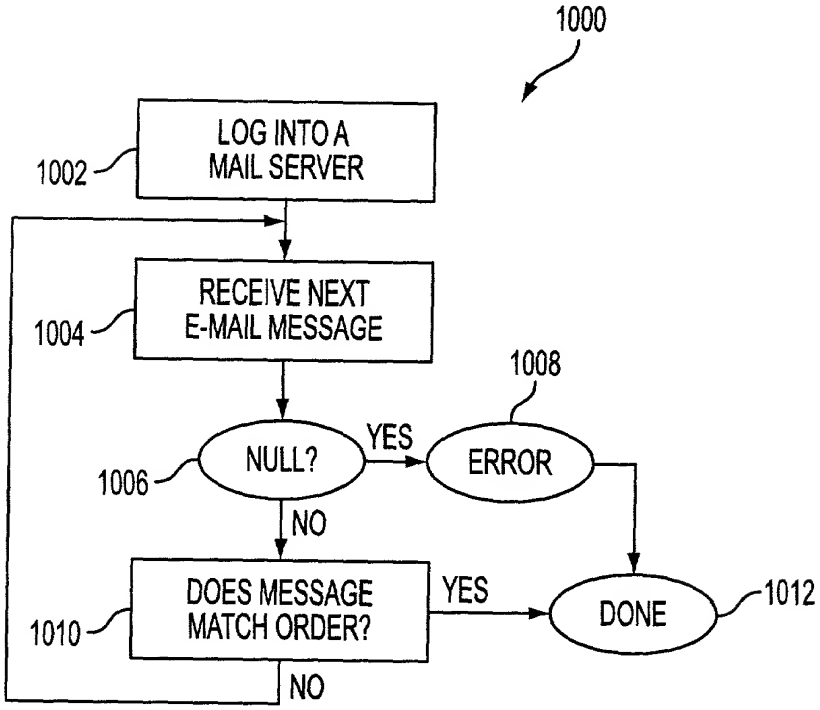

FIG. 17A

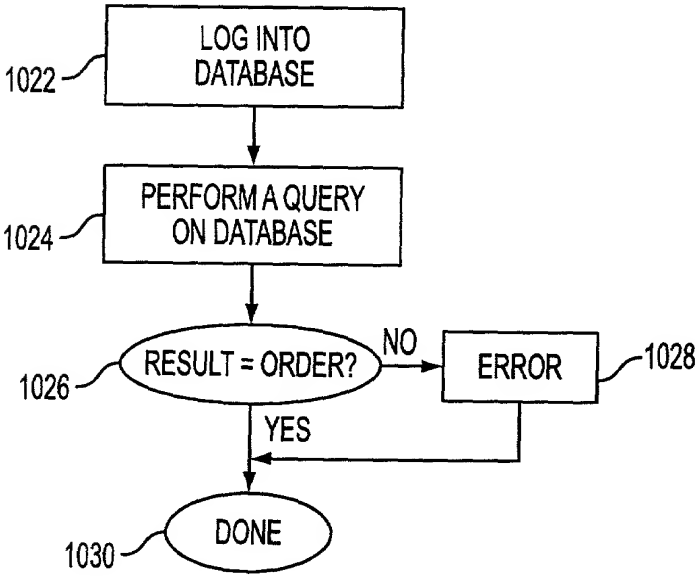

FIG. 17B

Page 1 of 1 - 7/13/2004 - 09905947

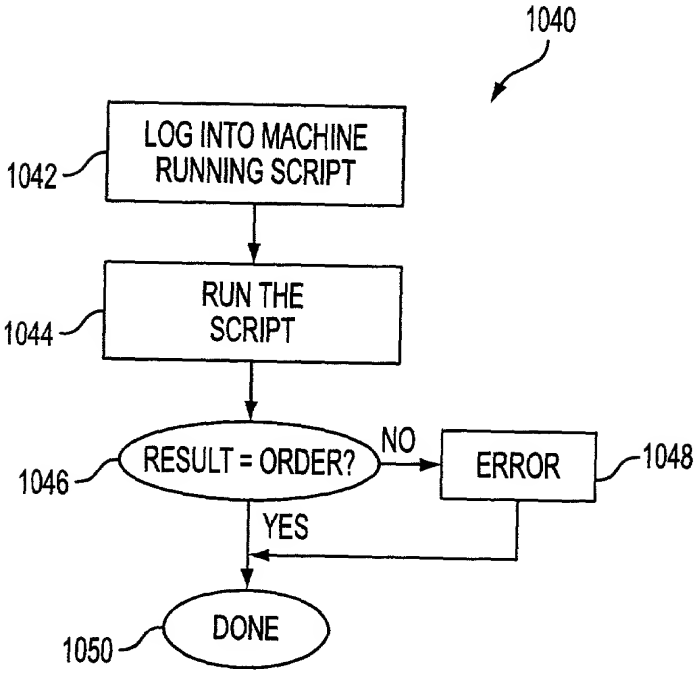

FIG. 17C

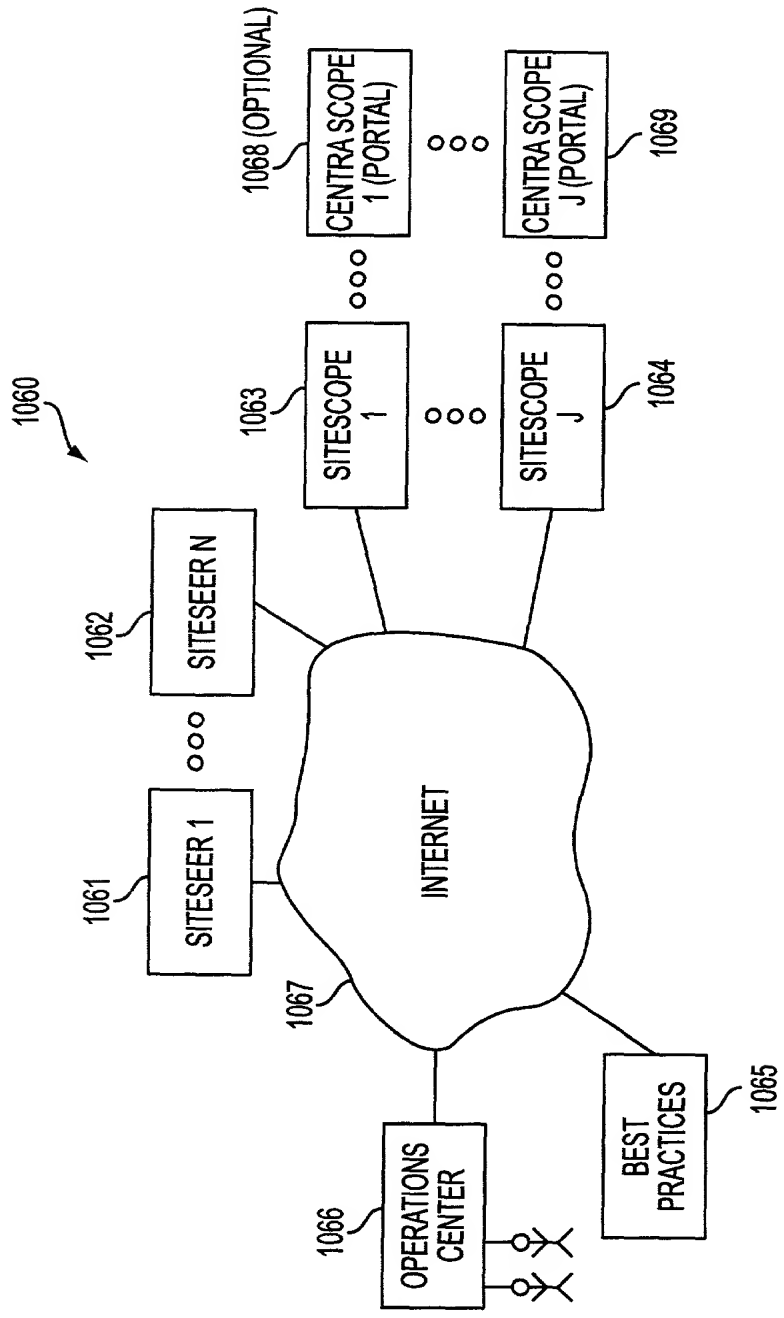
1060
1061
SITESEER 1
1062
SITESEER N
1063
SITESCOPE 1
1064
SITESCOPE J
1065
BEST PRACTICES
1066
OPERATIONS CENTER
1067
INTERNET
1068 (OPTIONAL)
CENTRA SCOPE 1 (PORTAL)
1069
CENTRA SCOPE J (PORTAL)

FIG. 18

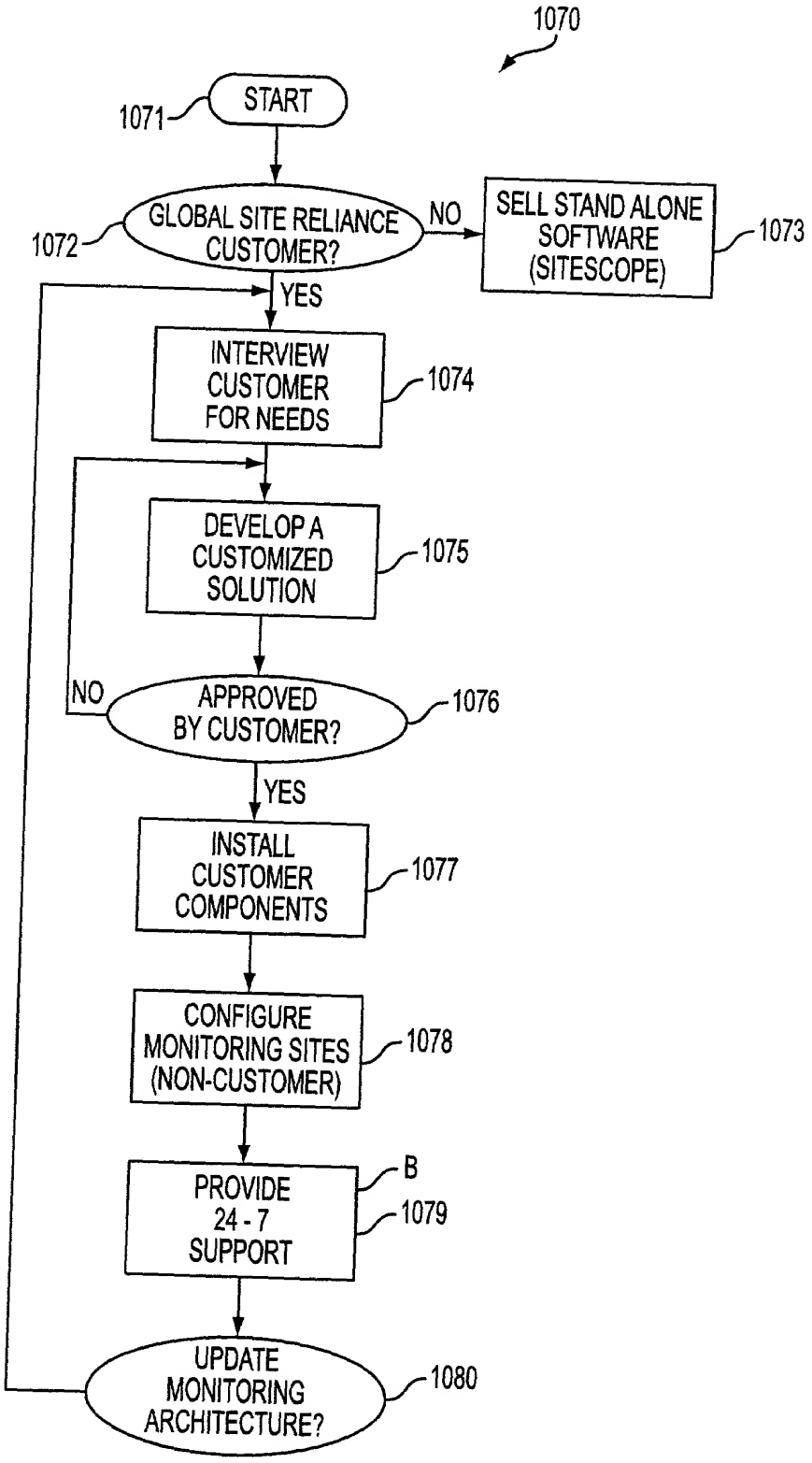
1070
START
1071
GLOBAL SITE RELIANCE CUSTOMER?
1072
NO
SELL STAND ALONE SOFTWARE (SITESCOPE)
1073
YES
INTERVIEW CUSTOMER FOR NEEDS
1074
DEVELOP A CUSTOMIZED SOLUTION
1075
NO
APPROVED BY CUSTOMER?
1076
YES
INSTALL CUSTOMER COMPONENTS
1077
CONFIGURE MONITORING SITES (NON-CUSTOMER)
1078
PROVIDE 24 - 7 SUPPORT
B
1079
UPDATE MONITORING ARCHITECTURE?
1080

FIG. 19

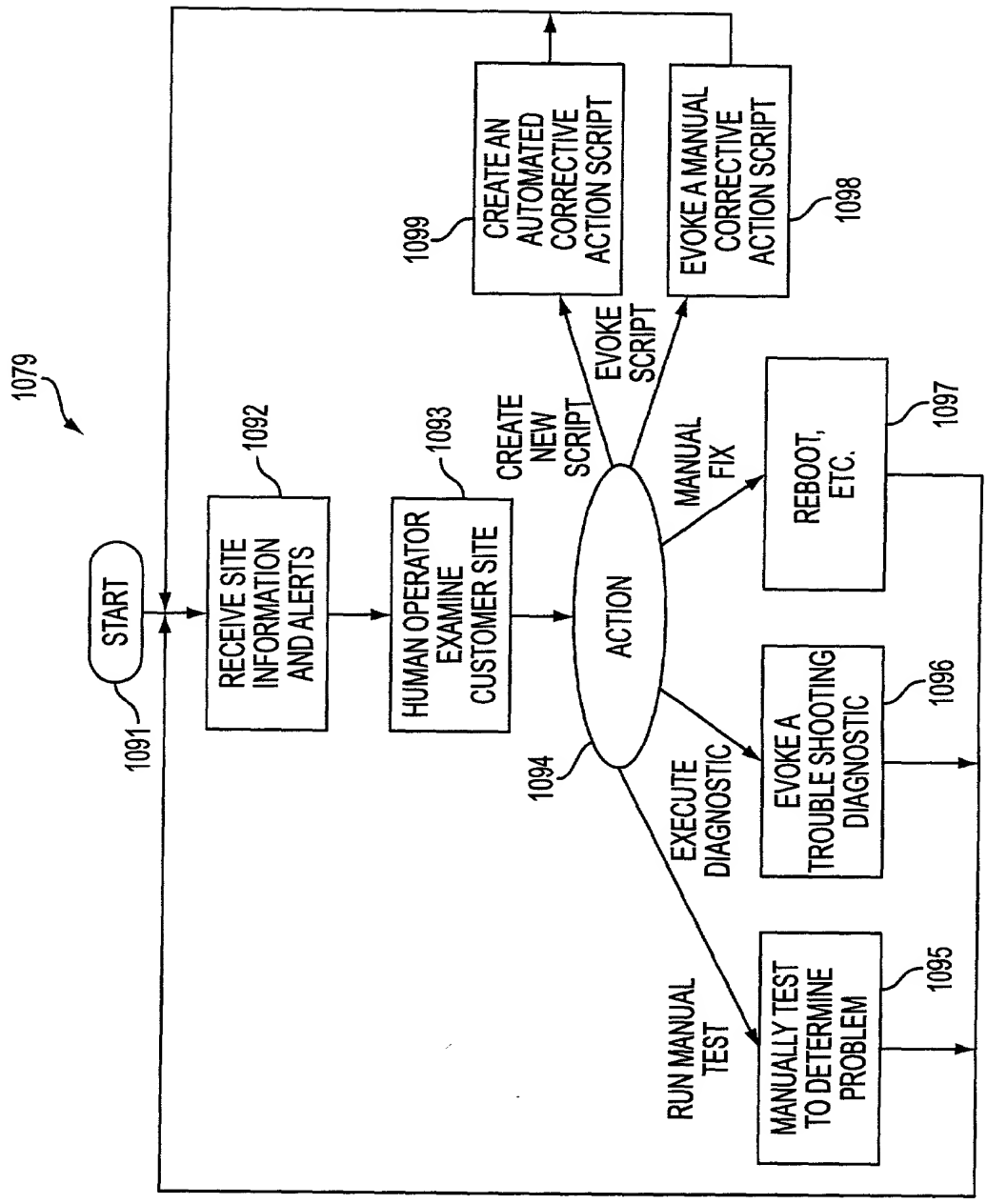
1079
START
1091
RECEIVE SITE INFORMATION AND ALERTS
1092
HUMAN OPERATOR EXAMINE CUSTOMER SITE
1093
ACTION
1094
CREATE NEW SCRIPT
EVOKE SCRIPT
MANUAL FIX
EXECUTE DIAGNOSTIC
RUN MANUAL TEST
CREATE AN AUTOMATED CORRECTIVE ACTION SCRIPT
1099
EVOKE A MANUAL CORRECTIVE ACTION SCRIPT
1098
REBOOT, ETC.
1097
EVOKE A TROUBLE SHOOTING DIAGNOSTIC
1096
MANUALLY TEST TO DETERMINE PROBLEM
1095

FIG. 20